

## PRE-PROPOSAL CONFERENCE

RFP02-565098-17

A pre-proposal conference will be held on March 6, 2002 at 1:30 p.m. at the Fairfax County Government Center, 12000 Government Center Parkway, Conference Rooms 9 and 10, located on the lobby level, Fairfax, Virginia 22035-0014. All Offerors are urged to attend.

**NOTE: ALL QUESTIONS MUST BE SUBMITTED IN WRITING TO REGINA K. MUMFORD-RUSH BY COB MARCH 4, 2002, FOR THE PRE-PROPOSAL CONFERENCE. ANY QUESTIONS THEREAFTER MUST BE SUBMITTED BY COB MARCH 26, 2002.**



# FAIRFAX COUNTY

DEPARTMENT OF PURCHASING & SUPPLY MANAGEMENT  
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Fairfax, Virginia 22035-0013

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V I R G I N I A

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<b>ISSUE DATE:</b> February 15, 2002	<b>REQUEST FOR PROPOSAL #</b> RFP02-565098-17	<b>FOR: LAN Development for ISIS Replacement, Licensing, Fire Prevention &amp; Complaints Management System</b>
<b>AGENCY:</b> Dept. of Info. Technology	<b>DATE/TIME OF CLOSING:</b> April 17, 2002 at 3 p.m.	<b>CONTRACT ADMINISTRATOR:</b> R.K. Mumford-Rush; 703-324-3227; Regina.Mumford-Rush@fairfaxcounty.gov

**Proposal** - In accordance with the following and in compliance with all terms and conditions, unless otherwise noted, the undersigned offers and agrees, if the proposal is accepted, to furnish items or services for which prices are quoted, at the price set opposite each item, delivered or furnished to designated points within the time specified. It is understood and agreed that with respect to all terms and conditions accepted by Fairfax County the items or services offered and accompanying attachments shall constitute a contract.

NOTE: Fairfax County does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment in the performance of its procurement activity.

**NAME AND ADDRESS OF FIRM:**

Telephone/Fax No.:

/

E-Mail Address:

VA State Contractor's License  
No.:

Federal Social Security No.:

Prompt Payment Discount: \_\_\_\_% for payment within  
\_\_\_\_days/net\_\_\_\_days

Fairfax License Tax No.:

CHECK ONE: ☐ INDIVIDUAL ☐ PARTNERSHIP ☐ CORPORATION

State in which  
Incorporated:

Vendor Legally Authorized  
Signature

Date

(Impress  
Corporate Seal  
Here)

Print Name and Title

Secretary

**By signing this proposal, Offeror certifies, acknowledges, understands, and agrees to be bound by the conditions set forth in Paragraph 64 of the General Conditions and Instructions to Bidders, regarding financial disclosure requirements.**

Sealed proposals subject to terms and conditions of this Request for Proposal, will be received at 12000 Government Center Parkway, Suite 427, Fairfax, Virginia 22035 until time/date specified above for furnishing items or services delivered or furnished to specified destinations within the time specified or stipulated by the Offeror.

AN EQUAL OPPORTUNITY PURCHASING ORGANIZATION

(DPSM32) (rev 12/01)

# **Permitting & Inspection Services and Complaints Management Request for Proposal**

## **PART I. FUNCTIONAL AND TECHNICAL REQUIREMENTS**

- 1. Purpose of the Request for Proposal and Scope of Contract**
- 2. Background**
  - 2.1 Fairfax County
  - 2.2 Department and Agency Descriptions
  - 2.3 Other Jurisdictions
  - 2.4 Existing Computer Systems Descriptions
- 3. Strategic Information Technology Direction of the County**
- 4. Tasks to be Performed**
- 5. General Requirements**
- 6. Technical Requirements – Permitting, Plan Review, and Inspections Module**

**Use Cases and Functional Requirements**

  - 6.1 Overall Process
  - 6.2 Permit Issuance Process
  - 6.3 Licensing
  - 6.4 Plan Review
  - 6.5 Inspection Requests
  - 6.6 Inspections
  - 6.7 Site Permits
  - 6.8 Zoning Review
  - 6.9 Health Department Review
  - 6.10 Residential and Non-Residential Use Permits
  - 6.11 Cashiering
  - 6.12 Tax Administration
  - 6.13 Wastewater Management
- 7. Technical Requirements – Complaints Management Module**

**Use Cases and Functional Requirements**

  - 7.1 Complaints and Litigation
  - 7.2 Sign Permits
- 8. Reports**
  - 8.1 Ad-Hoc Reporting Module
  - 8.2 Permitting, Plan Review, and Inspections Module
  - 8.3 Complaints Management Module

## **TABLE OF CONTENTS (continued)**

- 9. Integration with Other Systems**
  - 9.1 Permitting, Plan Review, and Inspections Module
  - 9.2 Complaints Management Module
- 10. Data Conversion/Data Migration**
- 11. Glossary of Terms and Abbreviations**

## **PART II. ADMINISTRATIVE REQUIREMENTS**

- 1. Technical Proposal Section Instructions**
- 2. Business Proposal Section Instructions**
- 3. Submission of Proposal**
- 4. Pricing**
- 5. Contract Completion and Renewal**
- 6. Payments**
- 7. Late Proposals**
- 8. Period that Proposals Remain Valid**
- 9. Basis for Award**
- 10. Order of Precedence**
- 11. Contact for Contractual Matters**
- 12. Contacts for Technical Matters**
- 13. Subcontracting**
- 14. Purchase Order**
- 15. Data Sources**
- 16. Safeguards of Information**
- 17. Access to and Inspection of Work**
- 18. Delays and Suspensions**
- 19. Project Audits**
- 20. Key Personnel**
- 21. Changes**
- 22. Trade Secrets/Proprietary Information**
- 23. Pre-Proposal Conference**
- 24. Insurance**

**TABLE OF CONTENTS (continued)**

- 25. Reports and Invoicing
- 26. Americans With Disabilities Act Requirements
- 27. Press Releases by Vendors
- 28. Consulting Services
- 29. Other Services
- 30. Required Submittals
- 31. Use of Contract by Other Political Jurisdictions

**PART III. APPENDICES**

- A. General Conditions and Instructions to Bidders
- B. Pricing Schedule
- C. Table of Conformance
- D. Subcontractors Listing

**PART IV. ATTACHMENTS**

- A. Computer Systems Abstracts
- B. System Architectures
- C. Data Structures
- D. Organization Charts
- E. Business Processes

## **Part I**

# **Functional and Technical Requirements**

# Part I

## Functional and Technical Requirements

### **1. Purpose of the Request for Proposal and Scope of Contract**

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified and experienced Offerors who can provide a software solution (commercial off-the-shelf (COTS) or customized) to replace several existing computer systems with an integrated solution that builds on the County's Land Development data model, systems and architecture, and provides for new features to keep up with changing business needs. This represents an important phase of a comprehensive land planning development and redesign process that replaces legacy systems with new systems utilizing emerging technologies. Replacement of the following components and the financial processes that support them are expressly covered under the terms and conditions of this RFP:

<b>Name of Component</b>	<b>Platform</b>	<b>Primary Agency</b>
Inspection Services Information System (ISIS)	Mainframe	Office of Building Code Services, Department of Public Works and Environmental Services
Fairfax County Licensing System	Access	Office of Building Code Services, Department of Public Works and Environmental Services
Building Code Services Online (a.k.a. ISISnet)	Internet	Office of Building Code Services, Department of Public Works and Environmental Services
Non-Residential Use Permits (Non-RUPs) Application	Mainframe	Department of Planning and Zoning
Fire Prevention Services Databases	Access	Fire Prevention Division, Fire and Rescue Department.
Complaints Management System	Paradox	Zoning Enforcement Branch, Department of Planning and Zoning.

The scope of work includes the following:

- 1.1** Fairfax County envisions a new system that will significantly simplify the permitting and complaint management processes. The system will be expected to meet the increasing demands of customers to make the permitting and complaint management processes simpler to understand, more convenient to use, more efficient, and more predictable. The system is also expected to greatly expand public access to the permitting and complaint processes by using web-enabled technologies. The system will also interface with the County's GIS and the land development enterprise database. The new system will consist of the following two modules:

#### **1.1.1 Permitting, Plan Review, and Inspections Module**

The Permitting, Plan Review, and Inspections Module will primarily support the Office of Building Code Services within the Department of Public Works and Environmental Services and the Fire Prevention Division within the Fire and Rescue Department, in the permitting, plan review and inspections processes.

## Functional and Technical Requirements (continued)

The replacement system will enable the County to:

Simplify and improve timeliness of the permit, plan review and inspections processes by creating a virtual one-stop shop consisting of multiple review agencies.

- Provide access to permit information and the permit process seven days a week, 24 hours a day.
- Enable staff to focus on individual construction projects and collaboration with customers, as opposed to maintaining a focus on the permit process itself.
- Provide better integration between different departments that perform similar functions.
- Provide applicants with project specific checklists that outline the sequential path of the agencies involved in the review of their permit application (checklist may be in narrative form).
- Provide a foundation for harnessing future technologies related to the permit, plan review and inspections processes. This includes, but is not limited to, preparing the County for electronic submission and review of plans, and using project-specific extranet sites (or project folders) to facilitate communication of all information pertaining to a construction project and its site.

### **1.1.2 Complaints Management Module**

Fairfax County expects that the Complaints Management Module will be put on a fast track implementation schedule and will be deployed first.

The Complaints Management module will primarily support the Department of Planning and Zoning (DPZ), Zoning Enforcement Branch staff in investigating citizen complaints regarding alleged violations of the Zoning and Noise Ordinances. The new system will be used to manage, analyze, and prepare reports on complaints logged against properties with alleged violations of these Ordinances. An integral function of this branch is the issuance of sign permits and the performance of sign inspections. The replacement system will support the processing of sign permits and sign related inspections. Additionally, the system will keep track of performance measurement and performance management functions critical for operations of the Branch.

The replacement system will enable the County to:

- Replace the current Paradox-based Complaint Management System.
- Improve decision-making by taking advantage of enhanced analysis of the information in the database.
- At some point in the future, provide for immediate access and information sharing with County agencies, including the Board of Supervisors' offices. The result will be enhanced customer service.

- 1.2** Fairfax County prefers a COTS software solution, which includes all of the desired functions specified in this document. However, the County will consider custom-built software. Vendors may bid a total system solution individually. In lieu of a single solution, the Offeror may propose a COTS solution(s) that addresses a subset of the requirements that must be successfully integrated with other vendor products to meet all the requirements of this RFP. The Offeror may also propose partnerships, which broaden the functionality of their own product. All responses submitted by a team of vendors must clearly designate the prime contractor/integrator responsibility.



## Functional and Technical Requirements (continued)

If a COTS solution is utilized, Fairfax County desires to minimize customization. Regardless of the type of solution chosen by the County, the new system must comply with State of Virginia and Fairfax County legal and regulatory requirements and the following Department of Information Technology (DIT) standards:

- Application Life Cycle Standards ([www.co.fairfax.va.us/gov/dit/alcs.htm](http://www.co.fairfax.va.us/gov/dit/alcs.htm))
- Information Technology Architecture Standards found in Section 5 of the Fairfax County Information Technology Plan ([www.co.fairfax.va.us/gov/dit/itplan.htm](http://www.co.fairfax.va.us/gov/dit/itplan.htm)).

- 1.3** The County anticipates a web-enabled software solution.
- 1.4** Licenses for the database management system, operating system software, and hardware to support the proposed solution may be acquired under the scope of this contract using contract amendments after award. Nothing herein, however, shall be taken to require the County to procure database management system, operating system software, hardware, or other components through the successful Offeror.
- 1.5** In addition to the specific phases and tasks detailed in this proposal, the County seeks, and is using this solicitation to obtain, a qualified vendor to provide additional development support related to business functions included within the purview of the County's land development process. Additional development support, if any, will not be specifically awarded as part of the initial contract ensuing from this RFP. Instead, any additional development support requested by the County will be awarded to the selected vendor by negotiated contract amendment based on vendor qualifications, capabilities, technical approaches, and rate structures resulting from this RFP. Additional work will be awarded on a task-by-task basis subject to available funding.

This provision does not obligate the County to make award for any additional work, nor does it preclude the County from choosing to competitively solicit, through additional procurement transactions, development or related support from other qualified vendors if the County determines it in the County's best interest to do so.

These services may include overall quality assurance and database administration.

- 1.6** The scope of work includes provisions for the one-time migration of the information in the current systems to the new system and for interfaces with other systems as detailed in this RFP (see Tasks to be Performed section).

## **2. Background**

Following is a description of the main County agencies, related jurisdictions, and existing software systems involved in the scope of this RFP.

### **2.1 Fairfax County**

Fairfax County is approximately 400 square miles in size and lies in the northeast corner of Virginia directly across the Potomac River from the Nation's Capital. The County is home to nearly one million people, has a high concentration of Federal, State, and local government workers, and has demonstrated a high reputation for the use of innovative technologies in the delivery of services. Fairfax is the most populous county in Virginia with an approved FY 2002 budget of \$2.31 billion.

Functional and Technical Requirements (continued)

## **2.2 Department and Agency Descriptions**

### **2.2.1 Department of Public Works and Environmental Services**

The Department of Public Works and Environmental Services (DPWES) is a multi-faceted agency providing a wide range of services. Services provided by DPWES include construction of roads and utilities, construction and maintenance of most County facilities and infrastructures, and the enforcement of state and local codes pertaining to building construction, land development, and waste management. DPWES recently initiated efforts to migrate to an organization that would focus on the agency's major lines of business. The Land Development Services line of business is comprised of the Office of Building Code Services and the Office of Site Development Services. This RFP pertains primarily to the services offered by the Office of Building Code Services, DPWES.

#### **2.2.1.1 Office of Building Code Services**

The Office of Building Code Services (OBCS) of the Department of Public Works and Environmental Services is responsible for enforcement of the Virginia Uniform Statewide Building Code (VUSBC) and County ordinances to ensure the protection of life and property from all hazards incident to building design, construction, use, repair, removal, and/or demolition. The OBCS reviews architectural plans, performs building, electrical, mechanical, plumbing and gas inspections, and processes applications and issues building and trade permits and contractors' licenses.

In fiscal year 2001, OBCS issued 83,785 permits of which 27,556 were building permits. In that same timeframe, 19,693 building-related plans were reviewed and 275,022 inspections were performed. The value of construction authorized pursuant to those permits was \$1.472 billion dollars in FY 2001. The Office of Building Code Services includes the following agencies:

##### **2.2.1.1.1 Permits Division**

The Permits Division, OBCS, is the primary user of the legacy ISIS system and is responsible for accepting and processing building and trade permit applications for all proposed construction within the County. The Permits Division tracks each permit from the submission of the application; through the review, permit issuance and inspection stages; to the ongoing process of maintaining a historical record for each structure constructed. The Permits Division is comprised of the Permit Application Branch (PAB), the Contractor Licensing Branch, the Inspection Request and Records Branch, and the Site Permits Branch.

The Permits Application Branch accepts permit applications and generates the County's computerized permit record (*using ISIS*) for each application. PAB staff manually identifies the appropriate workflow process for each application. This branch also verifies that all required reviews have been performed prior to permit issuance and enters all applicable review results (from signatures on the application) into the computerized permit record.

The Licensing Branch is tasked with verifying that all permit applicants are either appropriately licensed to obtain the requested permits, or exempt from licensure. License verification is performed utilizing the State of Virginia Contractors Database via the Internet, the Fairfax County home improvement contractor database (*MS Access*), and the Department of Tax Administration's Fairfax County business license database (*currently a mainframe system*). The Licensing Branch is also responsible for issuance of Fairfax County home improvement contractor's licenses and for distribution of license verification cards to contractors (*MS Access*).

### Functional and Technical Requirements (continued)

The Inspection Requests and Records Branch is responsible for maintaining the hardcopy permit applications and inspection records associated with each permit issued by the Division. This branch houses the inspection request call center and schedules permit-related inspections for OBCS using traditional telephone methods, fax machines, an interactive voice response system (IVR), and the Internet. Inspections are scheduled on the inspection request module of the legacy ISIS system.

The Site Permits Branch serves as a liaison between the Office of Building Code Services and the Office of Site Development Services to ensure that all required site related approvals have been obtained prior to permit issuance. The recently implemented Plans and Waivers System (PAWS) is used by this branch to verify that the prerequisite site-related approvals are granted prior to permit application approval.

Each permit involving land disturbing activity requires approval of the Site Permits Branch and has a "lot file" record created on a legacy mainframe computer system, the Plans and Agreements Monitoring System (PAMS), to capture site-related information pertinent to the proposed project. Site Permits is also tasked with the issuance of utility permits for easement crossings and construction permits for land disturbing activities. These site-related permits are manually issued and are tracked in a Site Permits database (*MS Access*). Permit applications for multi-family dwelling units are checked for appropriate plans, bonds, etc.; this verification process is not presently tracked on a computer system.

#### **2.2.1.1.2 Building Plan Review Division**

The Building Plan Review Division (BPR), OBCS, is a principle user of the ISIS system. Staff reviews the required architectural plans for permit applications; including plans for structural, fire prevention, electrical, plumbing and mechanical systems. The Division is responsible for assuring that designs are code compliant in each discipline. Each plan submitted is assigned a plan number and is tracked throughout the plan review process in the building plan review module of ISIS. In conjunction with the plan review process, each reviewer is responsible for the verifying, via the Internet (*Virginia Department of Professional and Occupational Regulation web-site*), that the submitting design professional is appropriately licensed, verifying use group and type of construction for existing buildings, and obtaining pertinent site plan information for the project they are reviewing (*PAWS*). Other illustrative responsibilities of plan reviewers in this Division include: writing plan rejection comment forms and letters, and conducting research using "stand-alone programs" for technical review aspects of plans (e.g. structural, heat loss, pipe-sizing etc.).

#### **2.2.1.1.3 Residential Inspections Division**

The Residential Inspections Division (RID), OBCS, verifies that residential construction work performed in the field conforms to the codes adopted by the Commonwealth of Virginia and the approved permit(s). Field personnel use Personal Oracle on laptop computers running a portable version of the ISIS Handheld Inspections Module to perform data entry in the field. Upon returning to the office, laptop computers are connected to the network where the data is then uploaded to an Oracle server. The Oracle server synchronizes with the ISIS mainframe nightly to transfer the data to the ISIS inspections module. Both the server and the laptops are currently running Oracle version 8.0.6 with plans to upgrade in the near future.

## Functional and Technical Requirements (continued)

In addition to data entry performed in the field, office personnel perform data entry functions directly into the mainframe applications bypassing the Oracle server. Special programs such as the third party certification process represent the bulk of office entries; however, data corrections, back-up data entry for failed uploads from laptops, and various supervisory functions are also entered directly into the mainframe application. The County envisions a system that would allow for third party engineers with proper security precautions to enter inspection results directly into the County systems.

### **2.2.1.1.4 Commercial Inspections Division**

The Commercial Inspections Division (CID), OBCS, inspects new and renovated commercial buildings and structures (including some multi-family residential) for compliance with the approved permits and the codes adopted by the Commonwealth of Virginia in the Uniform Statewide Building Code. Additionally, CID inspects existing structures for cross connections to the public water supply and oversees the inspection process for elevators and escalators.

Like the Residential Inspections Division above, the field inspectors in CID use laptop computers to enter inspection results into an ISIS Handheld program. The handheld information is uploaded daily to an Oracle server and then transferred to the ISIS mainframe. Third party inspection certifications are entered directly into the mainframe by office staff.

The periodic inspection data and records of the Cross Connection and Elevator Sections are entered and maintained by office staff in a stand-alone Microsoft Access database.

### **2.2.1.1.5 Cashier's Office, Financial Management Branch**

Officially under the Financial Management Branch, Business Planning Support, the Cashier's office is physically co-located in the Permit Application Center of OBCS. The Cashier's Office accepts fee payments for all areas of the Land Development Services line of business and serves customers of the County permit process as outlined in this RFP. This includes the collection of fee payments for permits, plans, and inspections. Additionally, this office collects fee payments for ten other agencies involved in land development and construction activities.

Fees associated with the permit process and other land development services are recorded in the legacy ISIS system. After reconciling the daily summary receipts, funds are manually transferred to the appropriate agency using the countywide mainframe Financial Accounts Management Information System (FAMIS). Although, continued use of FAMIS will occur, that system is reliant on data recorded in ISIS. The new system must provide cashiering functionality for all processes outlined in this RFP and should facilitate the reconciling and transfer of funds into FAMIS. It should be noted that ISIS is inadequately equipped to track many permit related fees. Thus, permit related fees are often tracked on a manual basis.

### **2.2.1.2 Office of Site Development Services**

The Office of Site Development Services (OSDS) ensures that land development and both public and private construction conform to the Code of the County of Fairfax and to policies adopted by the Board of Supervisors, to ensure the integrity of new public infrastructure, the control of erosion, drainage and storm water, the conservation of trees and the protection of public waters.

Functional and Technical Requirements (continued)**2.2.1.2.1 The Environmental and Facilities Review Division**

The Environmental and Facilities Review Division (EFRD) of OSDS is responsible for the review of approximately 1,600 grading plans annually for compliance with the Fairfax County Zoning Ordinance and the Fairfax County Public Facilities Manual. Approved plans are forwarded to the Site Permits Branch of the Permits Division, OBCS where permits are issued for grading and for building construction.

**2.2.1.2.2 The Environmental and Facilities Inspection Division**

The Environmental and Facilities Inspection Division (EFID) of OSDS is responsible for the inspection of site work performed pursuant to approved site and subdivision plans for residential and commercial development. The division assures compliance with the Fairfax County Public Facilities Manual and the Virginia Erosion and Sediment Control Guidelines and issues Residential Use Permits (RUP). It is responsible for processing all agreements and sureties associated with development in Fairfax County and resolves expired agreements (a.k.a. defaults).

**2.2.1.3 Wastewater Planning and Monitoring Division**

The Accounts and Revenue Section of the Wastewater Planning and Monitoring Division, DPWES, is responsible for reviewing building and plumbing permit applications, collecting fees, and billing of sewer service charges for all structures connecting to the public sanitary sewer system. Sewer accounts are currently managed by the Public Works Sewer Account Tracking system (PUBSAT), which is scheduled to be upgraded in the near future. An interface between the new permitting system, PUBSAT, and GIS would ensure that all appropriate building and plumbing permit applications are routed to the Accounts and Revenue Section. It would enable staff to collect the required fees, initiate billing in a timely manner, and maintain accurate records for capacity planning. This interface would also provide technicians with accurate information regarding public sewer connections and sewer availability.

**2.2.2 Fire and Rescue Department**

The Fire and Rescue Department (FRD) operates 35 fire stations, 24 of which are owned by the County. The remaining 11 stations are owned by volunteers, and are staffed by full-time County personnel and supplemented with volunteers. Services provided by FRD include fire suppression, containment of hazardous materials' spills and leaks, physical rescues, emergency medical treatment and transport, investigation of fires, bombings, and hazardous materials releases, inspections of residential and commercial structures, review of building plans, tests of fire protection systems, fire safety instruction, maintenance of public information on hazardous materials within the County, and planning for emergency responses.

Functional and Technical Requirements (continued)

### **2.2.2.1 Fire Prevention Division**

The Fire Prevention Division, FRD, is responsible for enforcing the Virginia Statewide Fire Prevention Code, the BOCA National Fire Prevention Code, and the Code of the County of Fairfax. In order to ensure code compliance, FRD has responsibility for approving fire protection systems, assessing and collecting fees for plan review, systems acceptance testing, systems retesting, and inspections. The Division also has responsibility for the issuance of Fire Prevention Code Permits and the collection of related fees. Approval of fire protection systems by the Fire Marshal is required throughout the construction process and prior to the issuance of certain permits. The division's plan review, scheduling, inspections, tests, retests, and approval information is tracked on Microsoft Access databases. Fee collection and records management is centralized within the Department, but some fees can be paid at the DPWES Cashier's Office. As these processes have never been tied to ISIS, other county agencies and customers must obtain fire protection systems information directly from the Fire and Rescue Department.

#### **2.2.2.1.1 Plan Review Branch**

The Plan Review Branch of the Fire Prevention Division, FRD, reviews all site plans, fire suppression system plans, fire detection & notification system plans, building plans, shop drawings, and permit specific plans to ensure code compliance. Approved plans must display the fire marshal approval stamp to be eligible for permitting. The plans database tracks the address; type of submission; and review process, including hours devoted to review; plan review approval status; and payments applied. Plan review and approval is also required for certain types of fire prevention code permits, i.e., tents, underground storage tanks, and firework stands. Depending on the type of review, assessed fees are paid at the Cashiers Office, Financial Management Branch, DPWES or at the Revenue and Records Branch of the Fire Prevention Division.

#### **2.2.2.1.2 Fire Protection Systems Branch**

The Fire Protection Systems Branch is responsible for:

- *Acceptance Testing*  
Acceptance Testing ensures that the acceptance testing of each fire protection system (fire detection & notification systems and fire suppression systems) is code compliant. Systems that pass are issued a sticker. The systems testing database tracks the address, type, test scheduling, assessed fees, and pass/fail status. Fees are paid through the Revenue and Records Branch.
- *Special Projects*  
Special Projects ensures that the acceptance testing for public schools, malls, and large construction projects is code compliant. Systems that pass are issued a sticker. The systems testing database tracks the address, type, test scheduling, assessed fees, and pass/fail status. Fees are tracked through the Revenue and Records Branch.
- *Retesting*  
Retesting of fire protection systems for commercial buildings and multi-family residential units is required by code. No permit or approval sticker is issued. The retesting database tracks the address, type, test scheduling, assessed fees, and pass/fail status. Fees are paid through the Revenue and Records Branch. This information should be captured as part of the history of a commercial or multi-family unit address.

## Functional and Technical Requirements (continued)

### **2.2.2.1.3 Inspections Branch**

The Inspections Branch is responsible for:

- *Inspections*  
The Inspections Branch ensures fire code compliance of commercial buildings, non-residential use spaces, certain mechanical systems, e.g., acceptance test of hoods, tanks and lines, and the final occupancy. Approved inspections receive a sticker. The inspection database tracks the address, type, scheduling, assessed fees, and approval status. New construction and tenant retrofit fees are tracked and applied through the plans tracking database. Fees are paid through the Revenue and Records Branch.
- *Fire Prevention Code Permits (FPCP)*  
The Inspections Branch conducts annual and one-time use inspections and issues fire prevention code permits. The FPCP database is managed within the Revenue and Records Branch and tracks the address, permit holder, type, assessed fees, and renewal notices. The Revenue and Records Branch applies the prepaid fees, prints the permit, and transfers the permit to the Inspections Branch. The Inspections Branch schedules an inspection, conducts the inspection, and issues the final permit.
- *The Sprinkler Head Replacement Project*  
The Inspections Branch is responsible for inspecting defective sprinkler head replacements. A permit must be pulled to change out the heads. The sprinkler head replacement database tracks the address, manufacturer information, exchange date, pass/fail status, permit information, and assessed fees. Fees are paid through the Revenue and Records Branch.

### **2.2.2.1.4 Revenue and Records Branch**

The main function of the Revenue and Records Branch, FRD, is to invoice and collect Fire Marshal fees. The Branch collects and/or tracks fees collected for plans review, testing, retesting, inspections, and FPCPs. The branch uses ISIS to verify prepaid fees and to cross reference names and addresses for billing purposes. The Branch maintains the plans tracking database, the FPCP database, and the invoice-tracking database and is the repository for all inspection reports, notices of violation, and permits.

## **2.2.3 Department of Planning and Zoning (DPZ)**

The Department of Planning and Zoning provides services related to zoning matters to include developing and maintaining the County's Comprehensive Plan; developing, maintaining and enforcing the County's Zoning Code; and reviewing and approving zoning related permits

### **2.2.3.1 Zoning Permit Review Branch**

The Zoning Permit Review Branch (ZPRB) of DPZ is responsible for the review of approximately 30,000 building permits annually for compliance with the Fairfax County Zoning Ordinance as well as the issuance of Non-Residential Use Permits for all commercial and industrial projects. Additionally, the ZPRB issues Home Occupation Permits, Temporary Special Permits for uses such as Christmas tree stands or carnivals, and also maintains individual property files for more than 320,000 individual properties in the County.

## Functional and Technical Requirements (continued)

### **2.2.3.2 Zoning Enforcement Branch**

The Zoning Enforcement Branch (ZEB) of DPZ is responsible for investigation and enforcement of alleged violations of the Fairfax County Zoning and Noise Ordinances. The ZEB investigates over 2,500 Zoning Ordinance related complaints per year. Additionally, ZEB is responsible for the processing, review, and issuance of approximately 1,400 sign permits annually.

### **2.2.4 Department of Tax Administration**

The Department of Tax Administration (DTA) is charged by law with the responsibility to assess and collect taxes for Fairfax County. The main taxes the County administers include Real Estate taxes, Business License taxes, and Personal Property taxes.

#### **2.2.4.1 Real Estate Division**

The Real Estate Division of DTA is responsible for the assessment of all real property within Fairfax County. Assessments are performed on an annual basis and represent the fair market value of all property as of January 1 of each year. A significant part of this process is the correct identification and valuation of all new construction and improvements to existing structures. To accomplish this, the Real Estate Division relies on receiving complete and current information on all permit activity throughout the year. As a result, the Real Estate division's link to the permitting system is crucial to the accurate and timely completion of the construction related reassessment process.

It should be noted that DTA is presently selecting a vendor for the replacement of its legacy mainframe real estate system. The anticipated new system will be client-server, with information residing in an Oracle database. Plans are to begin conversion to a new system during 2002 and to begin use on January 1, 2004. As noted above, DTA has a critical need to continue to interface with the permitting system as the new real estate system comes into use.

#### **2.2.4.2 Personal Property and Business License Division**

The Personal Property and Business License Division is responsible for the assessment and collection of business license taxes. The Code of Virginia requires verification that applicants are appropriately licensed (including local business licenses) as a prerequisite to issuance of a permit. An interoperable link between DTA and the new permitting system is important in ensuring that contractors submitting applications for permits have obtained the required Business, Professional and Occupational License (BPOL) or are exempt from this local business license. A link between the permitting system and the system used by the Personal Property and Business License Division of DTA will help ensure compliance with applicable local tax code.

### **2.2.5 Health Department**

The Fairfax County Health Department is directed to provide a comprehensive program of preventative, curative, restorative, and environmental health services, educate the citizenry in health and environmental matters, and abate hazards and nuisances to the health and to the environment, both emergency and otherwise, thereby improving the quality of life. The Division of Environmental Health accomplishes this via the enforcement of mandated regulations of onsite sewage disposal, private well water supplies, milk plant sanitation, food safety, residential maintenance, vector control, health and safety menaces, and tourist establishments. Additional services provided by the Division of Environmental Health include public swimming pool safety, air quality monitoring, smoking regulations, inspections of new radiation equipment (x-ray machine installation), and tattoo establishment regulation.



Functional and Technical Requirements (continued)**2.2.5.1 Food Safety Section**

The Food Safety Section is responsible for regulating, permitting, and reviewing plans of new and renovated food service facilities. During FY 2001 the Food Safety Section permitted 3,425 food facilities, conducted 11,000 inspections, and investigated 250 food borne illnesses.

**2.2.5.2 Individual Water and Sewer Supply Section**

The Onsite Sewage and Water Section is responsible for regulatory activities and plan review in the areas of drinking water wells, onsite sewage disposal systems, surface and ground water monitoring, and marina safety and sanitation. There are approximately 35,000 onsite sewage disposal systems and 12,000 private drinking water wells in Fairfax County.

**2.2.6 Department of Information Technology**

The Department of Information Technology (DIT) supports, manages, and coordinates all aspects of information technology within the County of Fairfax. County staff, in both direct execution and project management roles, performs the implementation and maintenance of County systems. County staff is augmented by contractors to accomplish projects or to assist during peak support activities. DIT manages the information technology portion of the County budget (Fund 104). This fund supports major projects including those with countywide strategic importance, such as infrastructure and application system modernization.

**2.3 Other Jurisdictions**

Fairfax County encompasses several incorporated towns that utilize various County services. Below is a brief description of Towns located within the County that utilize Building Official and/or Fire and Rescue department related county services.

**2.3.1 Town of Vienna**

The Town of Vienna is an incorporated town located within the boundaries of Fairfax County. The Town does not have a building official and contracts with Fairfax County to perform their building code services functions. The town does maintain a Zoning Office that reviews and approves permit applications prior to issuance. The current approvals are obtained in person and are noted on the permit application. This is a manual process; consequently, customers are required to travel to the Town Hall several miles away from the Permit Application Center.

**2.3.2 Town of Clifton**

The Town of Clifton is a very small, incorporated town located within the boundaries of Fairfax County. The Town does not have a building official and Fairfax County performs building code services functions for Clifton. The Mayor of Clifton retains the authority to review and approve permit applications within the town limits prior to issuance by Fairfax County. The approvals are obtained in person and are noted on the permit application. Currently a manual process, customers must travel between the Mayor's location and the Permit Application Center, a trip of several miles.

Functional and Technical Requirements (continued)**2.3.3 Town of Herndon**

The Town of Herndon is an incorporated town located within the boundaries of Fairfax County. Although the County does not perform building code enforcement functions on behalf of the town, it does perform Fire Prevention Division related services. The services provided by the Fire and Rescue Department includes plan review, acceptance testing, and inspections.

**2.4 Existing Computer Systems Descriptions**

Following is a description of the existing software systems involved in the scope of this RFP. Additional information regarding the systems described may be obtained by contacting the Fairfax County Department of Purchasing & Supply Management.

**2.4.1 Inspection Services Information System (ISIS)**

The Inspection Services Information System (ISIS) is an online and batch mode processing system. It provides automated support to the administrative, management and clerical staff of OBCS. Information about the building, electrical, mechanical, plumbing and household appliance permits issued by the Department of Public Works and Environmental Services (DPWES) as well as information on inspections performed by field inspectors is collected and maintained by this system. The online permit system supports the permit application process and the monitoring of the reviews of the permit application by various County agencies such as: the Department of Tax Administration (Real Estate Division and Personal Property and Business License Division), the Department of Planning and Zoning, and the Health Department. It also supports reviews performed by the Office of Site Development Services and the Office of Building Code Services within DPWES. It supports the collection of fees and the issuance of permits. The permit system also provides a cash register function and a daily balancing and deposit function. The system also has a Building Plan Review module and an Inspection Request Module.

See the ISIS computer abstract for more information.

**2.4.2 Fairfax County Licensing Database**

The Fairfax County contractor licensing system in the OBCS is maintained in an Access database. The system is designed to issue, track and maintain local Home Improvement Contractor licenses, and to assist in the license verification of all contractors submitting permit applications. License verification is performed by checking the database directly for registered contractors, and by issuing contractor license verification cards on an annual basis. The system is used for processing both new and renewal licensing related applications and provides many related reports.

The system relies on the manual entry of licensing information from both the State Board for Contractors and the Fairfax County Department of Tax Administration business license database. An interface(s) with these other systems that would automatically populate pertinent information is envisioned.

**2.4.3 Fire Prevention Databases**

The Fire Prevention Division is currently using several databases to keep track of plans review, scheduling, inspections, tests, re-tests, approval information, and invoicing. These databases were implemented using Access and they are not integrated. Each database was designed for each type of fire protection system process. The following is a summary of these databases:

### Functional and Technical Requirements (continued)

**The plans database:** tracks the address, type of plan, review process (including hours devoted to review), plan review approval status, and payments applied.

**The systems testing database:** tracks the address, type, test scheduling, accrued fees, and pass/fail status.

**The retesting database:** tracks the address, type, test scheduling, assessed fees, and pass/fail status.

**The inspection database:** tracks the address, type, scheduling, assessed fees, and approval status. New construction and tenant retrofit fees are tracked and applied through the plans tracking database.

**The Fire Prevention Code Permit (FPCP) database:** tracks the address, permit holder, type, assessed fees, and renewal notices.

**The sprinkler head replacement database:** tracks the address, manufacturer information, exchange date, pass/fail status, permit information, and assessed fees.

**The invoice-tracking database:** tracks invoicing and collection of fees.

#### **2.4.4 Complaints Management Database**

In 1996, the Complaints Management System (running on a Wang mini-computer) was replaced with a PC LAN solution. The database for this new system was Paradox. In order to meet agency requirements, a customized version of the Complaints Tracking System has evolved. Although a consultant did the initial programming and migration from Wang to the PC LAN, County staff now performs all of the maintenance, enhancements and troubleshooting.

The existing Complaints Management system is slow and unstable, providing inaccurate management information. The Department of Information Technology has ceased to provide support for Paradox. In addition, the current Paradox application may be incapable of undergoing the conversion to Windows 2000 that the County will undertake during the next year. Portions of DPZ would therefore be unable to convert to Windows 2000 along with other County agencies. With changing technologies, software standards, and new requirements, a more fully functional and integrated system is needed.

The Complaints Management portion of the RFP primarily supports the Zoning Enforcement Branch staff of DPZ in investigating citizen complaints regarding alleged violations of the Zoning and Noise Ordinances. An integral function of this branch is the issuance of sign permits and the performance of sign inspections. The application is used to manage, analyze, and prepare reports on the large volume of data on complaints logged against properties with alleged violations of the Zoning and Noise Ordinances. Imbedded in this system are Performance Measurement and Performance Management functions critical for operations.

See the Complaints Management System computer abstract for more information.

Functional and Technical Requirements (continued)**2.4.5 ISIS Hand-Held**

The ISIS Hand-Held system is a client/server application used by the Commercial and Residential Inspectors from OBCS to capture inspection and investigation results on the field. The inspection results are uploaded to a master Oracle database on a daily basis. A consolidated text file with all the inspections is created every night and processed by the ISIS mainframe system to update the ISIS mainframe files.

See the ISIS Hand-Held computer abstract for more information.

**2.4.6 SI2K Hand-Held**

The SI2K Hand-Held system is a client/server application used by the Site Inspectors from the Office of Site Development Services to capture inspection results on the field. The inspection results are uploaded to a master Oracle database on a daily basis. A consolidated text file with all the inspections is created every night and processed by the PAMS mainframe system to update the PAMS mainframe files.

See the SI2K Handheld computer abstract for more information.

**2.4.7 Building Code Services Online (a.k.a. ISISNet)**

Building Code Services Online, also known as ISISnet, is an application that interfaces with the ISIS system to provide customers the ability to schedule or cancel permit related inspections via the Internet. Inspections can be scheduled up to 30 days before the desired inspection date. The application also provides customers and staff around-the-clock access to plan review status, permit issuance information, and inspection results. Basic information that can be accessed using the permit or plan tracking number includes: project address, name of contractor, permit and plan review dates, approval dates, types of inspection scheduled/completed and the status, and fee information.

See the ISISNet computer abstract for more information.

**2.4.8 Permit Refund Tracking Application**

The Fairfax County permit refund tracking application in the Permits Division is maintained in an Access database. The application is designed to track and process refunds of permit related fees and requests for the cancellation of permits. The database is designed to prepare refund-related correspondence and refund vouchers, which are then manually presented to the Cashier's Office to be entered into FAMIS.

**2.4.9 Non-Residential Use Permits (RUPs) Application**

The purpose of the Non-Residential Use Permit system is to assist staff members in issuing, researching and inventorying Non-RUPs. The system provides on-line screens for data entry, data retrieval, and data inquiry; a linkage to other County systems (PAMS, Rezoning Application System and ISIS) for the retrieval of data that is required for issuance of a Non-RUP; and managerial and statistical reports. The system ensures that all necessary checks are performed prior to issuing a Non-RUP. A staff member instructs the system to issue a permit after all checks have been passed.

See the Non-RUPs computer abstract for more information.

Functional and Technical Requirements (continued)**2.4.10 Real Estate Assessment and Billing System (REABS)**

The purpose of the Real Estate Assessments and Billing System (REABS) is to maintain records on each parcel of land within Fairfax County. Owner, assessment, tax and land-use data are the primary elements of information recorded. This data is used primarily to produce Real Estate Tax Bills on a twice-yearly basis and to account for and issue reports on revenue generated.

See the REABS computer abstract for more information.

**2.4.11 Business, Professional, and Occupational License System (BPOL)**

This system is used to keep track of the Business, Professional, and Occupational Licensing (BPOL) Tax. This is an annual tax on businesses, professions, trades or occupations in the County of Fairfax, Virginia.

See the BPOL computer abstract for more information.

**2.4.12 Cashiering System**

Fairfax County will shortly be migrating to a new cashiering system for many of its departments and functions. It is anticipated that the ISIS replacement system will utilize this new Windows based, RevenueCollector program, by Systems Innovators Inc.

**2.4.13 Interactive Voice Response System (IVR)**

The Office of Building Code Services utilizes an interactive voice response system (EPOS Corporation) for the scheduling and canceling of inspections and inspection and permit inquiries. The IVR system also serves as the basis for the Inspection scheduling functions of the ISISnet application. On a typical day, the IVR system will process about 286 calls for inspection requests and related inquiries in addition to the inspection scheduling transactions performed via ISISnet. During fiscal year 2001, there were a total of 108,439 calls pertaining to Inspection Requests and Inspection/Permit inquiries. The IVR system is also used by other agencies in the County (Fire & Rescue, Health Department, Housing, Tax Administration, etc.) to provide public access to county services.

The current configuration consists of two production servers and one development server using approximately 144 lines for daily calls. All application development is done in ScriptWrite, which is the proprietary language offered by EPOS Corporation.

**3. Strategic Information Technology Direction of the County**

The County of Fairfax is committed to the use of new technology to meet end-user requirements that will enable the workforce to provide better and faster service at a reduced cost. The following four initiatives address different aspects of the County's objective to provide effective, efficient and customer-oriented access to data and services for constituents and for customers within the government itself.

## Functional and Technical Requirements (continued)

### **3.1 E-Government**

E-Government addresses the ability of Fairfax County to use technology to become a 24-hour operation. The Fairfax County Web Site, kiosks and Interactive Voice Response (IVR) systems allow the County to provide a government “without doors, walls, or clocks”.

### **3.2 Customer Relationship Management (CRM) Systems**

The CRM system provides functionality as diverse as: integrated management of correspondence; the ability to proactively message constituents; the capability for Consumer Services workers to better manage their investigations; access to historical data and the ability to relate data together and collaborate; downloading of legislative bills from the session directly into the system eliminating retyping; capabilities for imaging and workflow and other time saving functions.

The County has deployed Customer Relationship Management (CRM) systems in the offices of the Board of Supervisors, the Clerk to the Board, the County Executive and the County’s Legislative function within the County’s Executive office. Since its implementation, there have been benefits for constituents, technical staff in DIT, and the multiple offices using CRM.

### **3.3 Geographic Information System (GIS) and Land Development System (LDS)**

The GIS and LDS initiatives focus on the geographic features and development of the County’s land. Both initiatives allow land development data to become readily available for use internally within the County, but more importantly allow constituents to access data via the Web, again providing a 24-hour operation.

### **3.4 Enterprise Technology (Data) Center Modernization**

The Enterprise Technology Center (ETC) modernization initiatives are a series of activities that will ensure and protect Fairfax County’s investments in its technology infrastructure. The activities include storage area networking, computer monitoring software tools, and server consolidation. These investments are key to the successful implementation and operation of all new technology, as well as the success of departmental systems and the County’s “e-Government” program.

For more details on these initiatives see the County IT Plan ([www.co.fairfax.va.us/gov/dit/itplan.htm](http://www.co.fairfax.va.us/gov/dit/itplan.htm)).

## **4. Tasks to be Performed**

### **4.1 Proposal**

Qualified Offerors (Vendors) are encouraged to submit a proposal for a comprehensive software system for permitting, plan review, inspection requests, inspections, and complaints management in accordance with the technical requirement provisions of this RFP. The County intends to select the most qualified vendor to install and implement a new comprehensive, integrated permit and complaints management system to replace the existing systems and if necessary to provide maintenance and support services for the new system.

Functional and Technical Requirements (continued)**4.2 Work plan**

The successful Offeror(s) will be required to submit a work plan. The work plan will be reviewed and revised by County staff as necessary. A detailed and updated work plan, which identifies the necessary resources and subtasks, is the first deliverable. The work plan must include life cycle activities, data conversion, milestone reviews, system installation, training, and ongoing customer support.

The work plan should indicate how the Complaints Management Module will be put on a fast track implementation schedule as indicated in Part I, Section 1.1.2 of this RFP.

A Gantt chart is required to illustrate the length of each major task. The chart must provide a month by month planning schedule and include a listing of key activities, deliverables and dates. The County prefers, but does not require, the use of Microsoft Project for the development of the work plan.

**4.3 System Life Cycle**

The successful Offeror(s) will work with the County staff and will be responsible for all phases of the system life cycle. This includes, but is not limited to, analysis of system requirements, development of systems design and program specifications, coding and testing system enhancements and new applications, technical training and user support, installation of hardware, applications software and operating systems, system configuration, integration of system components, system documentation, and data conversion. As part of this process, the successful Offeror(s) must submit the following documentation:

- Final user requirements
- Data base model
- Data dictionary
- Process model
- Specifications
- Final coding
- Test Plan and Test Cases
- Data Conversion Plan
- System documentation
- System maintenance program

**4.4 Software Considerations**

The successful Offeror(s) will be responsible for the development of all software involved in the new system. The proposed solution could be a COTS, a modified COTS, or a custom developed package. Customized software must include detail design and programming code.

The successful Offeror(s) must clearly identify and price all software, including third party packages necessary for operation of the system.

Functional and Technical Requirements (continued)

All software provided must be on electronic media capable of being used by existing County hardware or hardware proposed as part of the proposed system. All software quoted should be for the latest publicly available version or release. The vendor must agree to furnish or escrow the readable source code and object (executable) code for all modules licensed for use by the County. This may be done with a national escrow company or with the County itself. The vendor must agree to maintain release upgrades in like manner. In the case of vendor dissolution or cessation support by the vendor, all code held in escrow would become property of the County.

#### **4.5 Integration with Other Systems**

The successful Offeror(s) must implement the required interfaces with other systems as detailed in Part I, Section 9 of this RFP.

#### **4.6 Data Conversion/Data Migration**

The successful Offeror(s) will assist in performing all related data tasks to make sure that legacy data is successfully migrated to the new system. These tasks will include:

- Data scrubbing: detect and eliminate errors on legacy data, add necessary delimiters.
- Data conversion: if needed, convert data to the proper format to be used on the new system.
- Data migration: migrate data to the new system.
- Data operability: make sure migrated data will be able to operate on new system.

The successful Offeror(s) must perform the analysis of the data that needs to be converted/migrated, prepare and submit a plan for the conversion/migration, and provide utilities and programs to achieve the conversion/migration. Data conversion/data migration requirements are listed in Part I, Section 10 of this RFP.

#### **4.7 Acceptance Tests**

The County requires that testing be an integrated part of the entire implementation life cycle. Testing must follow the Fairfax County Application Life Cycle Standards (ALCS). The successful Offeror(s) must submit a test plan that complies with the testing requirements specified in the General Requirements (Part I, Section 5) of this RFP.

After system installation and configuration, a reliability test shall be performed which represents as closely as possible, the normal daily workload of the included divisions and other departmental personnel as deemed appropriate. DPWES, DPZ and DIT shall jointly make the final determination as to whether the system passes the reliability test procedure.

#### **4.8 Documentation**

The successful Offeror(s) must provide the documentation specified in the General Requirements (Part I, Section 5) of this RFP.



Functional and Technical Requirements (continued)**4.9 Nonproprietary Training**

The successful Offeror(s) will be responsible for three types of training:

- Technical Training
- Systems Administration Training
- Product Functional Training

The deliverables related to this task include:

- A training plan approved by the project management team.
- Technical training including troubleshooting, maintenance tasks, software installation, disaster recovery, etc.
- System administration training.
- Training materials such as manuals, video, and online training. The Offeror will provide Fairfax County Government the rights to secure a soft copy of the training manual or presentation and to make an unlimited number of copies of the documentation for internal training.
- Provide adequate training if system is enhanced or upgraded significantly to maintain an acceptable level of competency for all affected staff and to train new staff.
- Implementation of a training environment separate from production.

County staff to be trained includes users from different agencies and staff responsible for technical support from DIT. Offeror(s) must propose a training plan that specifies the required training for train-the-trainer staff and the technical staff supporting the application. Scheduling of the training will need to be closely coordinated with County staff to coincide with the installation of the software.

**4.10 Implementation Assistance**

The successful Offeror(s) will provide the County on-site implementation assistance. Implementation assistance will be composed of, but not limited to, the following activities:

- The successful Offeror(s) will assist the project team with the loading of all static data tables (drop down lists, etc.).
- The successful Offeror(s) will create, initialize, load, and correct any or all system databases which provide management controls, security, permit types, proposed use codes, inspection types, fees, rates and other system information necessary for successful system operation. County staff will work with the contractor and will participate in this process to better understand and support the system once operational.
- The successful Offeror(s) will describe security requirements and establish security table rules with the project team that implements the requirements, especially for sensitive information or automated signatures. It is anticipated that the software will have no embedded passwords.
- The successful Offeror(s) will assist the project team with the implementation of all appropriate business rules.
- The successful Offeror(s) will work with the project team at all work locations during the project and especially during the first four to six weeks of full production. It is critical that day-to-day operations be reviewed very closely. System performance problems must be identified and resolved. The successful Offeror(s) can suggest various ways to adjust system parameters for improved performance.

## Functional and Technical Requirements (continued)

### 4.11 Disaster Recovery Methods and Procedures

The successful Offeror(s) must describe its disaster recovery plans for the proposed system. These methods should be able to preserve the integrity of applications and data, and provide immediate system and data recovery with minimum downtime possible according to the industry standards. At a minimum the system should include:

- **Software crash tolerance:** Server and client software should maintain its integrity in case of power failures and abrupt shutdowns.
- **Restart/Recovery:** The system must be capable of restart and recovery after system failure with no loss of data or software components.
- **Integrity checking feature:** Must provide the capability of identifying the existence of program and/or system discrepancies.
- **File protection:** This feature should provide the capability to limit the types of operations (e.g. read, write, delete, data dictionary modification) that can be performed by individual users on given data or program files.
- **Hardware redundancy:** Implementing backup drives and Raid configurations for database, application, and network servers (only if new hardware is proposed).

### 4.12 Commercial Off-the-Shelf-Software Considerations

The following considerations and responsibilities shall apply to the successful Offeror(s) if the solution submitted includes COTS packages.

- **Customization:** Fairfax County intends to minimize customization of any COTS included in the solution. The successful Offeror(s) must prepare a Gap Analysis that describes any customization to the software that is needed to meet the requirements listed in this RFP. The County is seeking a FIXED PRICE SOLUTION. If the Offeror(s) product does not meet the "required" specifications, the Offeror(s) must propose a customization effort at a fixed price. The deliverable of this task will be a document containing the successful Offeror(s)' response to each instance where the base software does not meet the requirements.
- **Upgrades and new releases:** The successful Offeror(s) must submit a document explaining how upgrades to the COTS are implemented, how customization is affected, etc.
- **License and maintenance fees:** The successful Offeror(s) must submit documentation that clearly explains the license conditions for use of the COTS, the cost of universal license, as well as any associated annual maintenance fees and upgrade fees.

### 4.13 Hardware Considerations

The successful Offeror(s) will provide the software. Vendors should include the hardware component specifications that are most effective to utilize the proposed system software. The County of Fairfax has a strong desire for vendors to comply with existing County standard hardware and software. Vendors must justify any exceptions. The total cost of using non-standard technology will be considered in evaluating such proposals. Information relating to the communications capacity of the proposed system must be provided by the vendor (e.g., how many concurrent users will generate what levels of communication traffic). The vendor must document any additional network wiring, disk space, hardware or software required to implement the proposed solution.

## Functional and Technical Requirements (continued)

**5. General Requirements**

*The general requirements apply to the Permit, Plan Review and Inspection Module and the Complaints Management Module. These requirements describe general GUI and database requirements, querying and reporting requirements, as well as other non-functional requirements.*

No.	Description
<b>5.1 Standards</b>	
1.	Be compatible with the following County standards: <ul style="list-style-type: none"> <li>• Application Life Cycle Standards (<a href="http://www.co.fairfax.va.us/gov/dit/alcs.htm">www.co.fairfax.va.us/gov/dit/alcs.htm</a>)</li> <li>• Information Technology Architecture Standards found in Section 5 of the Fairfax County Information Technology Plan (<a href="http://www.co.fairfax.va.us/gov/dit/itplan.htm">www.co.fairfax.va.us/gov/dit/itplan.htm</a>).</li> </ul>
2.	Be compatible with the full range of the County's desktop machines.
3.	Be compatible with Windows 98/NT Workstation/Windows 2000/Windows XP.
<b>5.2 System Design</b>	
4.	All concurrent users must be able to be logged on at all times.
5.	Be capable of supporting the century change and designation (e.g. the year 2000).
6.	Be self-contained such that all functions described on the requirements must be accessible from within the same executable.
7.	The system must be self-contained in its own workspace (i.e. if forms are placed off the initially defined workspace, horizontal and/or vertical scroll bars must appear allowing the forms to be scrolled within view).
8.	Allow staff to automatically transition to other system functions/screens/databases via tool bar/menu/icon selection without having to return to a main menu.
9.	Allow user preference for the way forms are opened, either cascaded or centered in the workspace.
10.	Include an option to close all currently opened forms.
11.	Include an option to cascade all currently opened forms.
12.	The system must have resizable and scrollable forms.
13.	Include a menu item that arranges all icons within the workspace.
14.	Utilize tabs to keep forms self-contained, as opposed to using multiple, separate windows to perform all available functions. Tabs must also group related data.
15.	Have the ability to export data items to a variety of file formats (i.e. Word, Excel, and Access). Please list supported file formats.
16.	Have word-wrap features like a traditional word processor (i.e. Microsoft Word) when entering text.
17.	Be able to "cut and paste" text both from and to word-processing packages.
18.	Be easy to navigate for those users who are familiar with the Windows 98 environment.
19.	Have a similar "look and feel" in terms of navigation, use etc. on all system modules.
20.	Provide a Database Administration Module to allow a System Administrator to control security, maintenance of tables, backups, maintenance of reports, screens, etc.
21.	Allow reports created by users (e.g. Reports created using Crystal Reports) to be added to the system menus or toolbars by the system administrator.
22.	During data entry for records, automatically copy (fill in) common information that was previously entered, with the ability to override manually, to the current data entry screen. This will eliminate dual data entry.
23.	The system must have the ability to populate date fields with the current date, city and state based on an entered zip code, etc.
24.	Allow users to enter up to 600 characters of comments.
25.	Provide a clear (reset) button that removes all data from all fields on the current screen.
26.	Allow users to view the history (i.e. all modifications made) of any record.
27.	The system database model must contain the data fields needed to satisfy all business needs.
28.	The system must support record use/time stamping.

## Functional and Technical Requirements (continued)

29.	Alert users in real time of all address changes that occur.
30.	Ability to create employee electronic signatures for electronic approvals (sign-offs).
31.	Allow staff to electronically approve plan reviews and permit applications.
32.	System must track the location of records/plans for all cases.
33.	Retrieval capability of 35 years of data prior to the need to access archived records. (i.e. system robust enough to hold 35 years of data).
<b>5.3 Printing</b>	
34.	Allow the user to direct printouts to LAN printers on an NT network.
35.	Support printing of mailing labels.
36.	Generate a variety of documents that will be issued to County customers. The County must have the option of utilizing pre-printed forms, or the system must have sufficient graphics capability to provide appealing documents (e.g. permits, inspection requests cards, certificates of occupancy, license cards, etc.)
<b>5.4 Editing/Validation</b>	
37.	Allow users to edit data input in accordance with previously established access rights.
38.	System ability to modify, add, delete fields needed to manage specific information required for each discipline.
39.	Provide sufficient editing, coding, and validation routines to minimize data entry errors and enforce data entry consistency.
40.	Provide range check editing for numeric fields.
41.	Use pick-lists, drop-down boxes, or other easy-to-use options to assist users in correctly entering data.
42.	Display adequate error messages if user is entering wrong data.
43.	Display adequate error messages if user is executing invalid transactions.
44.	During data entry, ensure that all mandatory data items are captured and must automatically display error conditions to the user.
45.	Provide spell-checking capabilities on fields requiring text entry. Allow users to customize the dictionary to include industry specific jargon.
<b>5.5 User Help</b>	
46.	Support comprehensive context sensitive "Help" for all screens and functions.
47.	The software must include a comprehensive user's manual documenting all operations of the software. Manuals must include sample reports, screen illustrations and instructions, and provide a step-by-step training aid to teach non-technical operations and administrative personnel to operate the software.
48.	The user's manual must be available on-line including a table of contents, index, search capability, and hypertext links.
49.	Support customization of on-line help with local procedures and editing instructions without having to modify system programs.
50.	Enable the users to access help information without exiting the active transaction.
<b>5.6 Performance Requirements</b>	
51.	End to end, online response time for the central data processing system must satisfy the following performance requirements during normal processing periods: <ul style="list-style-type: none"> <li>• No greater than 1 second 80% of the time for character data</li> <li>• No greater than 2 seconds 95% of the time for character data</li> <li>• No greater than 3 seconds 97% of the time for character data</li> <li>• No greater than 3 seconds for graphic data on magnetic storage</li> <li>• No greater than 15 seconds for graphic data on optical storage</li> </ul>

## Functional and Technical Requirements (continued)

52.	End to end, online response time for the central data processing system must satisfy the following performance requirements during peak processing periods: <ul style="list-style-type: none"> <li>• No greater than 2 second 80% of the time for character data</li> <li>• No greater than 4 seconds 95% of the time for character data</li> <li>• No greater than 5 seconds 97% of the time for character data</li> <li>• No greater than 5 seconds for graphic data on magnetic storage</li> <li>• No greater than 20 seconds for graphic data on optical storage</li> </ul>
<b>5.7 Security</b>	
53.	Support the establishment, monitoring, and enforcement of appropriate system security capabilities. The proposed system will maintain the integrity and validity of information through the use of its own security features, network security features, DBMS security features, etc.
54.	The system's Database Administration Module must provide for the development of user accounts and provide user and password protection. Multiple levels of user security must be available that provide for read-only access, read-write access, and update access. Database administration functions should provide the ability to selectively "lock" certain database tables.
55.	Allow the system administrator to enforce unique passwords per user and to have user passwords expire after a specified number of days.
56.	Enable the system administrator to easily create new security levels (including the ability to create, store and assign user groups having similar access capabilities) and/or modify the existing ones.
57.	The system must be capable of displaying only those modules and pull-down menus that the user is authorized to access, as defined in the Database Administration Module. Based on a user's ID and password, pull-down menus must be custom displayed at the user's workstation. If changed, the user's pull-down menus must also change.
58.	The system must only display buttons on the toolbar that the user has access to perform.
59.	Provide automatic notification to system administration when a user's access to authorized modules or functions is inactive for a user-defined specified period.
60.	Support full auditing capabilities and accountability for all transactions processed through the system.
61.	Capture user transaction history (i.e. transaction name, user ID, time stamp, etc.).
62.	Provide reports of attempted security violations by users.
63.	Provide screen level security.
64.	Display adequate error messages if user is attempting to access transactions without the proper authority.
65.	Provide adequate security functions to handle web-based transactions without compromising the integrity of the system.
66.	Provide secure capabilities to handle financial/confidential information on web-based transactions.
<b>5.8 Maintenance</b>	
67.	Provide a maintenance agreement itemized by each system component with estimated costs.
<b>5.9 Testing/Training Environment</b>	
68.	Include system testing/training environments, independent from the production system, to be used for system testing, enhancement and analysis without affecting the production environment.
69.	Provide the capability to refresh the test/training environments with new copies of the production files.
70.	Provide the capability to refresh the test/training environments with a limited number of records if needed because of storage constraints.
<b>5.10 Documentation</b>	
71.	Provide complete technical documentation, including but not limited to: Data structure, data dictionary, table description, installation procedures, troubleshooting guides, backup and recovery procedures, program descriptions, screen descriptions, etc.
72.	Provide user manuals and user documentation describing all procedures and screens.
<b>5.11 Imaging</b>	
73.	The system must include a comprehensive image capture, assignment and display capability.

## Functional and Technical Requirements (continued)

	Third party scanning hardware must be directly interfaced to the successful Offeror(s) system, eliminating the need for middleware scanning software.
74.	Capability of scanning simple plans into the system for on-line permit review and commentary. Also, include the ability to calculate distances for required setback limits.
75.	Capability of relating scanned documents to corresponding records.
<b>5.12 Queries</b>	
76.	Capability of retrieving, displaying (and/or printing) and updating relevant permit, inspection, review information and complaints and litigation information.
77.	Capability to perform a query by any data field or multiple data fields for virtually every screen in the system.
78.	Allow the user to sort the rows returned from a query by a selected list of field. The system must also allow the user to select any of these rows and load them into a data entry screen.
79.	The system must allow for at least the following query methods: <ul style="list-style-type: none"> <li>• Start – to search records that are greater than or equal to the specified search criteria</li> <li>• Match – to search records with fields having values that begin with the specified search criteria</li> <li>• Exact – to search records with fields that exactly match the specified search criteria</li> </ul>
<b>5.13 Acceptance Tests</b>	
80.	Provide a test plan and test cases that demonstrates through an acceptance process and/or stress tests that the software functions as required in the County's technical environment and that the software meets the County's technical requirements.
81.	Describe what Fairfax County resources will be required to accomplish all required tests. Describe number of staff required as well as their skills.
82.	Test response time and system performance to simulate number of concurrent users performing add, retrieve, and update transactions. Simulation should be equivalent to 200 concurrent users. Find breaking point if any (See performance requirements in section 5.6).
83.	Test backup and recovery features.
84.	Provide a tool to keep track of the test results and resolution of problems reported.
85.	Perform a final acceptance test that must use Fairfax County production data and include report generation. The final acceptance test will exercise all functionality, interfaces and components. To this end, the new system will be loaded with training record data from the legacy system. The Offeror must describe their preferred approach to accomplish this task as well as experience with similar situations.
86.	Document the results of the final acceptance test in a report to the Department of Information Technology (DIT) prior to final payment being made by the County.

**6. Requirements – Permitting, Plan Review, and Inspections Module**

This section presents the functional overview of the desired Permitting, Plan Review and Inspection module. The requirements are divided into use cases and related functional requirements. Non-functional requirements and other general requirements are detailed in Part I, Section 5 of this RFP.

The use cases provide a high level view of the specific business processes by capturing in words what a flow chart would normally convey. The proposed system must be able to implement these cases, the different scenarios associated with them, and other supporting functions to provide an integrated environment.

The functional requirements are tables that immediately follow the use case. They describe additional functionalities and are intended to supplement the use cases by detailing requirements that were not captured in the corresponding use case. The proposed system must be able to provide the functions described in these requirements.

Functional and Technical Requirements (continued)**6.1 Overall Process**

*This use case outlines the overall processes using a generic situation. The core business functions of each segment of the process are described in more detail in the subsequent use cases.*

<b>Use Case Name:</b>	<b>Processing a Project</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) Customer files a permit application.</li> <li>2) If applicable, Fire Marshal fee is assessed.</li> <li>3) System checks licensing requirements.</li> <li>4) Log-in process is performed: system validates address, application is checked for completeness, system assigns permit (case number), system assigns plan tracking number, system calculates fees, filing fees are paid (if applicable), plans are accepted, and system generates plan receipt.</li> <li>5) System determines proper routing for permit applications and plans (agencies involved and conditions of approval). Application is routed to appropriate review agencies for review.</li> <li>6) Plans are reviewed and review results are entered into the system. If necessary, comments are sent to customer.</li> <li>7) Customer responds to comments and resubmits plans.</li> <li>8) After all conditions of approval for plans and permits are met, system allows plans to be logged out.</li> <li>9) Customer pays remaining fees. System issues permit.</li> <li>10) Customer requests necessary inspections by using the web, telephone, the IVR system, or by speaking with staff.</li> <li>11) Inspectors perform inspections and results are entered into system.</li> <li>12) After final inspections are passed out, customer is issued a RUP, Non-RUP, and/or FPCP as applicable. Project (case) is completed.</li> </ol>
<b>Alternate Paths:</b>	Not Applicable
<b>Trigger:</b>	Customer submits project/permit application.
<b>Assumptions:</b>	To describe the system context case, we are assuming that plans are being submitted and reviewed. Obtaining a permit may not require plans to be submitted.
<b>Preconditions:</b>	Customer has filled out/submitted an application.
<b>Post-conditions:</b>	Project is completed.
<b>Business Rules:</b>	<ol style="list-style-type: none"> <li>1) Allow supervisory override of fees.</li> <li>2) Ability to accept fee payments electronically.</li> <li>3) The system must provide required fee payment information to the Cashier's Office.</li> </ol>



## Functional and Technical Requirements (continued)

**6.2 Permit Issuance Process**

*This section presents a high level view of the permit application process from submission of the permit application to permit issuance. It also specifies the functional requirements outlining the vision for a virtual “one stop shop” for the permit application process.*

Use Case Name:	Permit Issuance Process
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a customer submits a permit application and other documentation.</li> <li>2) Upon creation of a permit tracking record in the system (either by staff or by user via the Internet) the system will: <ul style="list-style-type: none"> <li>• Assign a permit tracking number (case number) based on the type of permit</li> <li>• Check and validate the property address and ownership</li> <li>• Check for permit duplication (Does a permit for this work already exist at this address?)</li> </ul> </li> <li>3) License verification process occurs (see Verifying License Status use case): <ul style="list-style-type: none"> <li>• Currently licensed</li> <li>• Exempt from licensure</li> <li>• State and/or local contractor license required – must be obtained</li> <li>• Permit record updated if appropriate</li> </ul> </li> <li>4) Staff evaluates the permit record. The process includes: <ul style="list-style-type: none"> <li>• Reviewing record for completeness and accuracy.</li> <li>• Entering remaining required record information.</li> <li>• If a building-related plan is required, determining the type of plan; the system then assigns a plan tracking number and the plans are accepted (some trade permits require assignment of an independent plan number not tied to a building permit).</li> <li>• Enters items to be permitted. System responds by calculating fees.</li> <li>• Customer pays required filing fees.</li> <li>• If applicable, system generates plan receipt.</li> </ul> </li> <li>7) System determines routing for permit application (agencies involved, necessary reviews and all conditions of approval).</li> <li>8) System tracks status of permit application throughout the process until all conditions of approval are met and recorded.</li> <li>9) Validate completion of process: <ul style="list-style-type: none"> <li>• Check and validate all conditions of approval</li> <li>• Collect remaining fees, including those assessed during the process, e.g., plan revision fees.</li> <li>• Issue permit. Use case ends.</li> </ul> </li> <li>10) Optional actions after issuing permit. <ul style="list-style-type: none"> <li>• Amend permit (change of contractor, change in address, etc.)</li> <li>• Cancel permit</li> <li>• Extend permit expiration date</li> <li>• Place holds on permit</li> <li>• Refund permit fees</li> <li>• Issue separation permit</li> </ul> </li> </ol>

Functional and Technical Requirements (continued)

<b>Alternate Paths:</b>	<ol style="list-style-type: none"> <li>1) Applicants may begin the permit application review process at several review agency locations. When the process is initiated at locations other than the Permits Division, a limited computer record (with only the base information) is created by the review agency to allow for entry of review results.</li> <li>2) In Step 2, if address is not valid, route the customer to addressing office for assistance until address issues are resolved.</li> <li>3) Customer can withdraw application at any time; application is cancelled and use case ends.</li> </ol>
<b>Trigger:</b>	Customer submits permit application in person, via internet, kiosk, mail, fax etc.
<b>Assumptions:</b>	There are many alternative paths for a permit based on the type of permit, physical characteristics of the property, complexity of the proposed work, sequencing/phasing of project, etc. The process documented here is generic in nature and does not detail all of the alternative paths, including the ability for customers to fill out a permit application online or apply via FAX.
<b>Preconditions:</b>	Customer has completed a permit application.
<b>Post-conditions:</b>	Permit is issued.
<b>Business Rules:</b>	<ol style="list-style-type: none"> <li>1) A permit cannot be amended, extended or cancelled if an approved final inspection has been performed.</li> <li>2) Check issuance of prerequisite permits (e.g. building permit prior to trade permits, VDOT permits, etc.</li> <li>3) Check other preconditions to process a permit (e.g. submission of site-related plans, etc.)</li> </ol>

**Functional Requirements**

No.	Description
<b>Permit Application Submission</b>	
1.	Capability of accepting permit applications and related documents submitted in hard copy form.
2.	Capability of accepting permit applications and related documents via online entry from other County agencies.
3.	Capability of accepting permit applications via electronic transmission of an application and related documents from customer locations, including submission via the Internet.
4.	Capability of accepting permit applications and related documents via FAX.
5.	Capabilities of tracking all permit, license and certificate activity by user-defined parameters.
<b>Permit Processing</b>	
6.	Capability of tracking a permit's life cycle status (pending, accepted, issued, etc.).
7.	Capability of issuing a single (combined) permit for more than one discipline (e.g. building, electrical, mechanical, plumbing, and gas fitting).
8.	Capability of issuing a single permit for a multifamily building with "sub-records" attached for each separate dwelling unit and common area to record unit information.
9.	Capability of counting permits as they are applied for and issued.
10.	Upon entry of a permit application, assign a unique identifier (permit number) to each permit application, and make this unique identifier available to the applicant. Currently the permit number consists of the year (2), Julian date of application (3), type of permit (1), sequence of application (3) and number of amendments (1). (i.e. 01263B0871).

Functional and Technical Requirements (continued)

11.	At the conclusion of data entry, display and print a permit application road map for permit applications which satisfy required processing criteria; the road map must list: <ul style="list-style-type: none"> <li>• The name and telephone number of the permit technician assigned to the permit application, if assigned</li> <li>• All required reviews to be performed for the subject permit application (as determined by permit type, building use group, and other conditions such as property on septic or well); and</li> <li>• Precedence, if any, which must be accommodated during the review process; e.g., approval for review "A" must be completed before work may begin on review "B".</li> </ul>
12.	At the conclusion of data entry, the system must use the entered property address to search GIS, the permit system, and stored property history data to validate all entered location information (e.g. town/city, nearest cross street, lot, block, parcel, subdivision, etc.).
13.	Provide the capability to search (e.g. by entered property address) stored property history data to determine whether special conditions are associated with the subject property (e.g., proffers, variances, special exceptions, special permits, historic area, floodplain, well and septic, notice of violation, sign variance, consent agreement, etc.). The technician must be able to add additional special conditions. This must take place during the application stage.
14.	Allow authorized technicians to override special conditions associated with a property address.
15.	Prevent the issuance of a permit to a property address when one or more special conditions are associated with that property address and the technician has not elected to override the special condition(s).
16.	Use the entered property address to search stored property history data and determine whether a previously approved active permit(s), inactive permit(s), and/or applications(s) exists for the subject property address; automatically display the results of this search to the technician upon user request.
17.	Capability of retrieving and displaying soil information (e.g. type soil, property mapped or unmapped, etc.) and automatically assigning soils identification based on the GIS Soils Layer.
18.	The system must be capable of automatically calculating and recording permit fee payments (personal check, certified check, money order, credit card, debit card, or escrow account and other means of electronic commerce) and maintaining a payment history (e.g., payments, refunds, subsequent assessments, etc.).
19.	The system must be capable of capturing and linking (and updating) permit fee payments to the corresponding permit application.
20.	The system must provide required permit fee payment information to the Cashier's Office.
21.	Capability of counting number of permits issued in a specified subdivision (or other user defined parameter) to ensure compliance with proffers and other special conditions.
22.	Allow update and approvals on a permit(s) by authorized departments and agencies.
23.	After all required reviews have been completed and updates have been performed to reflect fee payment, etc., the system must automatically print the required permit.
24.	Capture and store permit extension data.
25.	Capability of electronically accepting, storing, retrieving and accurately reproducing photographs related to any permit.

## Functional and Technical Requirements (continued)

### 6.3 Licensing

*This section provides a high level view of the functions of the Licensing Branch, which include license verification and the issuance of Home Improvement Contractor (HIC) licenses. It also specifies the functional requirements that relate to the day-to-day functions of the Branch.*

<b>Use Case Name:</b>	<b>Verifying License Status</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a technician wants to verify the license status of a particular contractor/business.</li> <li>2) Technician enters criteria to search for license information (i.e. trade name, address, master's name, etc.)</li> <li>3) System responds by displaying a summary of all related license information for that particular contractor to include: <ul style="list-style-type: none"> <li>• State license information</li> <li>• HIC license information.</li> <li>• Business license information</li> </ul> </li> <li>5) If all related license information is valid, technician approves permit application and records approval in the system. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	Not Applicable
<b>Trigger:</b>	<ol style="list-style-type: none"> <li>1) Customer/ technician inquiry</li> <li>2) Permit application submission</li> </ol>
<b>Assumptions:</b>	<ol style="list-style-type: none"> <li>1) If the contractor has a current license verification card, permit technician at the front counter records license approval. (See License Verification Card Issuance and Renewal use case below)</li> <li>2) To verify the state license information, we are assuming that it is possible to obtain permission from the state to link to their database. Otherwise, alternative methods will have to be explored (i.e. The state has a website to query this information).</li> <li>3) To obtain the business license (BPOL) information, a link with the Fairfax County BPOL system is needed.</li> <li>4) Relevant licensing information will automatically populate (or be visible by) the related permit record.</li> </ol>
<b>Preconditions:</b>	Not Applicable
<b>Post-conditions:</b>	Verification is performed.
<b>Business Rules:</b>	Not Applicable

Functional and Technical Requirements (continued)

<b>Use Case Name:</b>	<b>License Verification Card Issuance and Renewal</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when an application for a contractor license verification card is submitted. (The application must be accompanied by documentation of appropriate licensure – documentation may include: state contractors license, HIC license, business license or exemption certification, and state tradesman license).</li> <li>2) Technician verifies the validity of the licensing documentation provided and determines the type of work the contractor is licensed to perform.</li> <li>3) Technician creates an authorization within the system to obtain permits without submission of required licensing documentation, which is valid for a predetermined amount of time. Under the current system, the authorization is provided in the form of a license verification card that may be presented at time of application in lieu of the required documentation. It is envisioned in the new system, that some form of electronic authorization will replace the need for the physical issuance of cards.</li> <li>4) License verification cards are issued/renewed annually with an expiration date that corresponds to the month of expiration of the contractor's state license.</li> <li>5) The renewal process begins with a query of the system for all contractors whose license verification cards expire at the end of the month.</li> <li>6) The system will print out a license verification card renewal form, which will be mailed to the contractor. If the contractor has provided an email address, the system will send the renewal form electronically. (Renewal requires submission of updated licensing documentation including a list of persons who are authorized to utilize the contractor's license to apply for permits.)</li> <li>7) Upon receipt of required documentation, technician validates information provided and issues license verification card. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	Not Applicable
<b>Trigger:</b>	Customer applies for new/renewed license verification card.
<b>Assumptions:</b>	<ol style="list-style-type: none"> <li>1) License verification cards are not mandatory; rather they are a convenient way to avoid being routed to the Licensing Branch each time customers apply for a permit</li> <li>2) It is envisioned that license verification cards may be replaced with some form of electronic authorization identification that will allow the system to check the licensing requirement.</li> </ol>
<b>Preconditions:</b>	Customer has all valid license documentation.
<b>Post-conditions:</b>	Issuance of license verification card(s).
<b>Business Rules:</b>	Not Applicable

Functional and Technical Requirements (continued)

<b>Use Case Name:</b>	<b>Processing a HIC License and HIC Renewal</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a contractor submits a Home Improvement Contractor (HIC) license or renewal application.</li> <li>2) If there is not an existing record, technician creates one.</li> <li>3) Technician starts entering information and advises contractor of any additional documentation and/or tests required to continue with the process.</li> <li>4) System extracts information from the BPOL and state contractor databases for pertinent license information.</li> <li>5) System generates case tracking number.</li> <li>6) Contractor pays application fee. System generates receipt.</li> <li>7) Case is pending until the contractor returns any required documents and/or test results.</li> <li>8) Contractor pays licensing fee.</li> <li>9) System generates HIC license. Use case ends.</li> </ol>
<b>Alternate Path:</b>	Not Applicable
<b>Trigger:</b>	Contractor applies for an HIC license.
<b>Assumptions:</b>	<ol style="list-style-type: none"> <li>1) That a link with the County BPOL database can be obtained.</li> <li>2) That a link with the State contractor database can be established.</li> </ol>
<b>Preconditions:</b>	Submission of an HIC license application.
<b>Post-conditions:</b>	HIC license issued.
<b>Business Rules:</b>	<ol style="list-style-type: none"> <li>1) Test results are valid until code changes.</li> <li>2) A current state issued license may be required to obtain a Fairfax County HIC. Should a required state license expire before the HIC expires, the HIC is no longer valid.</li> <li>3) HIC licenses expire in December of each year or as County code specifies.</li> <li>4) System will print notices of expiration 90 days in advance or another predetermined time, which will be mailed to the contractor. If the contractor has provided an email address, the system will send the renewal form electronically. (License renewal letters are currently sent out in November with the renewal process extending through January.)</li> <li>5) Contractor pays fees. Late fees apply if license has expired prior to renewal.</li> <li>6) Code provides for maintaining an inactive status to avoid expiration.</li> </ol>

Functional and Technical Requirements (continued)**Functional Requirements**

No.	Description
<b>Licensing Process</b>	
1.	Capture and store entered licensing data using predefined data entry templates.
2.	Upon entering the description of work to be performed, the system will automatically determine the licensing requirements for the proposed work.
3.	<p>The system must (within the timeframes established in the system performance requirements):</p> <ul style="list-style-type: none"> <li>• Display a list of the contractors currently licensed by the Virginia Department of Professional and Occupational Regulations (DPOR).</li> <li>• Allow staff to search by parameters such as the first few letters of a contractor's name, contractor address, or contractor license number.</li> </ul>
4.	Track required bond/letter of credit including expiration dates and release dates for HIC licenses.
5.	Flag the technician when a bond or letter of credit is required for an HIC license.
6.	Track the expiration of all proofs/conditions of issuing a license as well as the license itself.
7.	Allow the technician to place holds on a HIC license. This should automatically flag all outstanding projects in which the contractor was involved.
8.	Capability of accepting HIC applications and renewals over the Internet.
9.	Allow online payments for all HIC related fees.
10.	Track the number of permit applications submitted by an individual or company within a user defined timeframe (currently 24 months) when a property owner (without a contractors license) is listed as the "contractor" (i.e. the applicant is claiming exemption from licensure based on property ownership on multiple unrelated permits). Flag new applications if the applicant has submitted multiple unrelated permits without benefit of a valid contractors license.
11.	Ensure that trade permits are not issued to licensed building contractors who are also property owners.

Functional and Technical Requirements (continued)**6.4 Plan Review**

*This section presents a high level view of the processes of the Plan Review Divisions of DPWES and Fire Prevention Division of FRD. It includes the plan review process, review of masterfile plans, review of fire detection & notification system/fire suppression system drawings, and the review of elevator plans. It also documents the functional requirements that supplement the daily activities of each individual branch.*

<b>Use Case Name:</b>	<b>Building Plan Review</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins after it has been determined that a building plan review is required, plans have been accepted by a permit technician (see use case for Permit Issuance Process), filing fee has been paid, and plans have been routed to the Building Plan Review (BPR) Division for review. The different types of review include: <ul style="list-style-type: none"> <li>• New commercial building.</li> <li>• Large tenant layout.</li> <li>• Small tenant layout.</li> <li>• Single-family dwelling modification.</li> <li>• New custom home.</li> <li>• Additions</li> <li>• Miscellaneous (decks, trade only, etc.)</li> <li>• Multiple permits with a single plan projects</li> <li>• Masterfile projects (see alternative path no.1)</li> </ul> </li> <li>2) After the filing fee has been paid, system will assign plans to a queue until plans are actually assigned to a reviewer. System tracks the amount of time plans are waiting in queue.</li> <li>3) Supervisor determines who needs to review plans (including Fire Marshal and Health Department) and enters information into the system. After plans are assigned, the system automatically moves the plans out of the queue.</li> <li>4) Each assigned reviewer approves or rejects plans. The system tracks review time of each reviewer.</li> <li>5) If the plan is rejected, reviewer enters comments into the system and system produces letter of comments to be sent to customer. Reviewer assigns plans to the next reviewer, or if completed, takes it to the counter for customer pick-up. Customer can also check status and comments through the Internet.</li> <li>6) Customer withdraws plans and responds to comments. Customer resubmits plans. Counter staff re-assigns the plans to the applicable reviewer. System tracks the amount of time for the designer to resubmit plans.</li> <li>7) Steps 4, 5, and 6 are repeated until all issues have been resolved and each reviewer approves the plans or the plans are withdrawn from system.</li> <li>8) Reviewers enter their approvals into the system.</li> <li>9) After all conditions of approval for building plans review have been satisfied, the counter staff determines revision fees and enters fees into the system. Permits are ready to be issued based on approved plans. Use case ends.</li> </ol>



Functional and Technical Requirements (continued)

<b>Alternate Paths:</b>	<ol style="list-style-type: none"> <li>1) See use case for Masterfile Review for these types of plans.</li> <li>2) On step 1, plans can also be reviewed as walk-thrus.</li> <li>3) Large projects qualified for the modified processing program are initially reviewed for footing and foundation only. Construction on the site is authorized to begin upon approval of the footing and foundation plan review and the issuance of a footing and foundation permit. With the issuance of an "extension letter" by the County, construction may continue to progress beyond this stage as the review process for the structure continues. (A permit for the full building must be obtained prior to final inspection and occupancy.)</li> <li>4) Expedited Plan Review: These plans have been reviewed by authorized peer reviews. Process is the same except that the County review times are shorter. The system needs to flag these types of plans to alert the Plan Review Branch.</li> <li>5) Revitalization areas: If a project is located in one of the pre-defined revitalization areas, review times are shorter and these plans may be reviewed on a walk-thru basis.</li> </ol>
<b>Trigger:</b>	Permit technician has determined that building plan review is required, filing fee has been paid, and plans are routed to Building Plan Review Branch.
<b>Assumptions:</b>	The course of events detailed here is for a generic building being reviewed under the standard processing program. Some alternate paths are identified above for other situations.
<b>Preconditions:</b>	Permit technician has finished the log-in process, filing fees have been paid, and plans have been routed to the Plan Review Division.
<b>Post-conditions:</b>	Plans will be approved, rejected or withdrawn from the system.
<b>Business Rules:</b>	<ol style="list-style-type: none"> <li>1) If location is in a Historic Overlay District, plans must also be reviewed and approved by the Architectural Review Board (ARB) prior to BPR review.</li> <li>2) If any film processing will be conducted at the location, plans must be reviewed and approved by the Wastewater Department prior to proceeding with plumbing review.</li> <li>3) If a new location will be used as a pet shop, plans must be reviewed and approved by Animal Control prior to proceeding with plumbing review.</li> <li>4) If a new location is on septic or well, will be used as food service, commercial swimming pool, child care, massage or piercing/tattoo establishment, or for x-ray services, plans must be reviewed and approved by the Health Department prior to proceeding with plumbing review.</li> <li>5) If adding or deleting plumbing fixtures, sanitation signature/approval is required to acknowledge that fixture unit fees are paid.</li> <li>6) If the plan(s) requires approval by the planning commission and/or the Board of Supervisors due to development conditions or proffers, said approval must be obtained.</li> <li>7) Health Department must review plans before plumbing review can be performed.</li> <li>8) Where multiple permits are attached to a single plan, the system is to allow plan revisions until all permits receive a final approved inspection. The plan is closed to revisions after all related final inspections have been approved.</li> <li>9) Cancellation of all applicable permits for a plan will cancel plan submission.</li> </ol>

Functional and Technical Requirements (continued)

Use Case Name:	Reviewing Masterfile Plans
Basic Course of Events:	<ol style="list-style-type: none"> <li>1) This use case begins when a customer submits a masterfile application and plans for review. (Note: Masterfile plans provide the ability to track structures at multiple locations in the County through an entire code cycle without having to submit the same plans over and over.)</li> <li>2) Technician selects the type of process: <ul style="list-style-type: none"> <li>• New masterfile submission: <ul style="list-style-type: none"> <li>○ Residential (Countywide plans and subdivision plans)</li> <li>○ Commercial</li> </ul> </li> <li>• Add subdivision/location to existing masterfile case</li> <li>• Revision to existing masterfile case</li> <li>• Update/delete/void</li> <li>• Other</li> </ul> </li> <li>3) Technician enters information into the system. All options are listed separately including their corresponding square footage.</li> <li>4) Case number is generated. A separate plan number is assigned for each house type.</li> <li>5) Review fees are calculated. Building permit fees are calculated separately for each option and stored for future use when actual building permit is obtained.</li> <li>6) Customer pays review fees.</li> <li>7) System will assign plans to a queue until the plans are actually assigned to a reviewer. System tracks the amount of time plans are waiting in queue.</li> <li>8) Supervisor determines who needs to review plans (including Fire Marshal and Health Department) and enters information into the system. After plans are assigned, system will move plans out of the queue.</li> <li>9) Each assigned reviewer approves or rejects plans. System keeps track of time for each reviewer to finish the review.</li> <li>10) If plan is rejected, reviewer enters comments into the system and system produces letter to be sent to customer. Reviewer assigns plans to the next reviewer, or if completed, sent to the counter for customer pick-up. Customer can also check status and comments through the Internet.</li> <li>11) Customer withdraws plans and responds to comments. Customer resubmits plans. Counter staff re-assigns the plan to the applicable reviewer. System keeps track of time for designer to submit plans back.</li> <li>12) Steps 7, 8, and 9 are repeated until all issues have been resolved and each reviewer approves the plans or the plans are withdrawn from system.</li> <li>13) Reviewers enter their approvals into the system.</li> <li>14) After all conditions of approval for Masterfile review have been satisfied, the counter staff determines revision fees and enters fees into the system. Plans are then waiting for customer who picks them up and gets a permit. Use case ends.</li> <li>15) Actions after Masterfile plans have been approved: <ul style="list-style-type: none"> <li>• Submit revisions</li> <li>• Update information</li> <li>• Add subdivisions or locations where plan approval was granted</li> <li>• Delete/void cases</li> <li>• Retrieve information/reports</li> </ul> </li> </ol>

Functional and Technical Requirements (continued)

<b>Alternate Paths:</b>	Not Applicable
<b>Trigger:</b>	Customer submits application with plans for Masterfile review.
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	Masterfile application completed.
<b>Post-conditions:</b>	Plans will be approved, rejected or withdrawn from the system.
<b>Business Rules:</b>	<ol style="list-style-type: none"> <li>1) Masterfile plans are not exclusive to a specific address.</li> <li>2) Masterfile plans will become invalid when a new code is adopted by the State. System needs to have capability of implementing grace periods outlined by code.</li> <li>3) System will generate automatic letters to advise customers about deadlines associated with new code cycles.</li> <li>4) System will flag users when code cycle is changing.</li> </ol>

<b>Use Case Name:</b>	<b>Reviewing Fire Prevention Plans</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a customer submits sprinkler, fire alarm, or other plans for review to the Fire Prevention Division.</li> <li>2) Technician pulls any existing information from the property history (if existing) and then enters the initial information into the system (Name of project, address, submitter, etc.) and specifies the type of drawings being submitted: <ul style="list-style-type: none"> <li>• Sprinkler system</li> <li>• Fire alarm</li> <li>• Miscellaneous (range hoods, door locks, tanks, Herndon tenants, evacuation plans, fire lane)</li> <li>• Site Plans</li> </ul> </li> <li>3) The technician determines the type of submission: <ul style="list-style-type: none"> <li>• New submission.</li> <li>• Resubmittal – Plans that have been previously rejected.</li> <li>• As built – The way it was built does not match original plans and permit has been issued.</li> <li>• Third Party – Plans submitted after approval by third party reviewer.</li> <li>• Revised approved – Plans already approved but permit has not yet been issued.</li> <li>• Walk-thru – Plans are reviewed while submitter waits (must meet some predetermined criteria).</li> </ul> </li> <li>4) Plans are assigned a case number.</li> <li>5) Plans go on a waiting queue, organized by plan type. Plan reviewer assigns a plan to himself/herself when ready.</li> <li>6) If needed, supervisor reassigns plans.</li> <li>7) Plan reviewer checks plans, calculations and other submittals.</li> <li>8) If plan is rejected, reviewer enters comments into the system and system produces letter and appropriate forms (Form FSA-305) to be sent to customer. Customer can also check status and comments through the Internet. Plans are sent either back to front desk or Site Plan Control.</li> <li>9) Customer responds to comments.</li> <li>10) Steps 7 and 8 are repeated until all issues have been resolved and reviewer approves plans or the plans are withdrawn from system.</li> <li>11) Reviewer approves plans and enters approvals into the system and updates proper forms on the system (Form FSA-305). Plans can be forwarded to other agencies for further review.</li> <li>12) Reviewer determines the number and type of inspections to be performed using the appropriate formulas. The anticipated list of inspections is then routed to the appropriate section.</li> <li>13) If applicable, fees are calculated.</li> <li>14) Submitter retrieves plans and retrieval information is collected and entered into</li> </ol>

Functional and Technical Requirements (continued)

	the system. Use case ends.
<b>Alternate Paths:</b>	<ol style="list-style-type: none"> <li>1) In step 13 determine if:               <ol style="list-style-type: none"> <li>a) Escrow account exists from fee assessment (see related process for Fee Assessment). If so, apply charges for this review.</li> <li>b) Account needs to be established at Fire Marshall Office for this job. If so, apply charges for this review and anticipated inspections.</li> <li>c) Account was established on previous review (see b above). Charges for current review must be paid at Fire Marshall Office when plans are picked up.</li> </ol> </li> <li>2) During plan review, plans may be forwarded to Fire Lanes Section for review.</li> </ol>
<b>Related Process:</b>	<ol style="list-style-type: none"> <li>1) Request is made by user to have fee assessment performed to establish escrow for new building.</li> <li>2) If the reviewer decides that the escrow account does not need to be established, the submitter is notified and the process ends.</li> <li>3) User completes form.</li> <li>4) Fee is calculated by system.</li> <li>5) Form information and fee calculation is evaluated by reviewer.</li> <li>6) Fee is paid.</li> </ol>
<b>Trigger:</b>	Customer submits application
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	Not Applicable
<b>Post-conditions:</b>	Plans will be approved, rejected or withdrawn from the system.
<b>Business Rules:</b>	<ol style="list-style-type: none"> <li>1) Walk-thrus are limited to no more than three per firm per day.</li> <li>2) To qualify for a walk-thru:               <ul style="list-style-type: none"> <li>• Location must be 4,500 square feet or less</li> <li>• No calculations involved</li> <li>• Sprinkler plans only</li> </ul> </li> <li>3) Fees need to be collected when plans are withdrawn without approval.</li> <li>4) Fees need to be collected for previous rejection of a plan when it is finally approved.</li> </ol>

## Functional and Technical Requirements (continued)

Use Case Name:	Reviewing Elevator Plans
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when an elevator contractor submits an elevator permit application and plans for elevators being installed on a new structure or an existing structure being modified.</li> <li>2) Technician accesses the system.</li> <li>3) Technician checks for an existing active building permit to attach the elevator plans to. <ul style="list-style-type: none"> <li>• If no active building permit, process is stopped or put on hold.</li> </ul> </li> <li>4) Technician checks licensing requirements for elevator contractor. <ul style="list-style-type: none"> <li>• If licensing requirements are not met, elevator contractor is routed to the Licensing Branch and the process is stopped or put on hold.</li> </ul> </li> <li>5) If active building permit found and licensing requirements are satisfactory, user enters initial information to start the review process. The system will automatically generate an elevator permit number.</li> <li>6) The system will assign the plans to the designated reviewers at the proper agencies and establish the conditions of approval.</li> <li>7) Reviewer reviews plans. <ul style="list-style-type: none"> <li>• If plans are rejected, complete a plan review sheet and send comments to elevator contractor. Elevator contractor resubmits plans. This process is repeated until plans are approved or withdrawn from the system.</li> <li>• If plans are approved, reviewer enters plan review information into system (number of elevators, type of elevator, etc.), reviewer approves elevator permit application and records the approval in the system.</li> </ul> </li> <li>8) The system will automatically generate an elevator ID for each elevator that is on the approved plans.</li> <li>9) Elevator contractor pays all outstanding fees.</li> <li>10) Elevator permit is issued. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	Not Applicable
<b>Trigger:</b>	Elevator contractor submits an elevator permit application.
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	There must be an existing active building permit.
<b>Post-conditions:</b>	Elevator permit is issued.
<b>Business Rules:</b>	Not Applicable

## Functional and Technical Requirements (continued)

**Functional Requirements**

No.	Description
<b>Plan Review Management</b>	
1.	<p>Allow staff to track different types of plans by review discipline based on permit application number, which can be easily customized. The types of plans include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Building plans</li> <li>• Electrical plans</li> <li>• Plumbing plans</li> <li>• Mechanical plans</li> <li>• Fire Prevention plans</li> <li>• Elevator Plans</li> <li>• Health Department plans</li> <li>• Site Plans</li> <li>• Revitalization District plans</li> <li>• Masterfile plans</li> <li>• Modified Process plans</li> <li>• Expedited Process plans</li> </ul>
2.	The system must provide reviewers with a plan review checklist for each required review discipline.
3.	Ability to modify all plan review checklists to add/delete code requirement language.
4.	Ability for the reviewer to assign, or reassign plans to another reviewer (walk-thru plans only) in accordance with reviewer workload.
5.	The system must include a project work description list that will be used to route plans to various agencies.
6.	Ability to assign a value(s) to a plan based on the size and scope of the project to determine the amount of reviewer time required for review of any given plan. This value is assigned by staff to calculate weighted averages used in prioritizing work assignments and assigning plans for review. (The values used in this process currently include plan points and plan class).
7.	Ability to print labels through permit application center, with project information relative to plans.
8.	Allow reviewer to approve selected areas/pages of a plan submission.
9.	Ability to utilize data on square footage provided by electronic plans as input to egress calculations, permit fees.
10.	Allow reviewers to approve alternate pages to one's already submitted and approved (pages must be different dates).
11.	Allow reviewer to delete unnecessary information (plans/submittals) submitted and/or scanned into record.
12.	Ability to track plans that do not require review including the approximate loss in revenue and the number of plans.
13.	Ability to view site/grading plan status (approved, rejected, or submitted).
14.	Ability to show when other agencies have signed-off in real time (site, zoning, fees paid).
15.	Ability for zoning and/or BPRD reviewer to enter proffer information.
16.	Ability for proffer information to update building review status entry screen.
17.	Ability to auto-update original records when a permit is amended to change the masterfile house type to a different house type. A change in plan control number is required.
18.	Ability to lock out plan revisions on the last finalized permit by permit number (specific to scope of work) issued on that plan.

## Functional and Technical Requirements (continued)

### **6.5 Inspection Requests**

*This section provides a high level view of the management and processing of inspection requests. It also documents the functional requirements that correspond to the Inspection Requests and day-to-day functions of Records Branch.*

<b>Use Case Name:</b>	<b>Processing Inspection/Test Requests</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when customer/staff submits an inspection/test request.</li> <li>2) User navigates to the inspection/test request screen and selects inspection type: <ul style="list-style-type: none"> <li>• Construction inspections (including, but not limited to): <ol style="list-style-type: none"> <li>1. Building</li> <li>2. Mechanical</li> <li>3. Electrical</li> <li>4. Plumbing</li> <li>5. Small appliance</li> <li>6. Amusement Devices</li> <li>7. Residential Use Permit</li> <li>8. Pre-permit inspections for site permits</li> <li>9. Other</li> </ol> </li> <li>• Fire Prevention inspections: <ol style="list-style-type: none"> <li>1. System test (visuals and two-hour tests)</li> <li>2. Fairfax County Public Schools</li> <li>3. Faulty Alarms</li> <li>4. Fairfax County Malls</li> <li>5. Occupancy Inspections</li> <li>6. Tank inspections/tests</li> <li>7. Fire lanes</li> <li>8. Defective sprinkler head replacement</li> <li>9. Fire Prevention Code Permits (FPCP)</li> <li>10 Other</li> </ol> </li> </ul> </li> <li>3) User enters criteria to search for related information: <ul style="list-style-type: none"> <li>• Permit/case Number</li> <li>• Address</li> <li>• Other</li> </ul> </li> <li>4) The system responds by displaying a summary of information: <ul style="list-style-type: none"> <li>• Related permits/cases</li> <li>• Other inspection/tests requests related to this project</li> </ul> </li> <li>5) User selects the specific permit/case number to which the request will be attached and specifies the type of inspection and the date when inspection will be scheduled.</li> <li>6) System responds by displaying: <ul style="list-style-type: none"> <li>• A summary of all required inspections prior to the one being requested as well as their statuses. If any prior required inspections have not been performed, the system will flag the user and advise him/her that the inspection will most likely fail as a result. User can decide to stop process at this moment.</li> <li>• Summary of any pending fees or holds. User will be advised that process cannot continue if there are any pending fees or holds.</li> </ul> </li> <li>7) User will enter rest of the information (including, but not limited to): <ul style="list-style-type: none"> <li>• Name</li> <li>• Phone Number</li> <li>• Email address</li> <li>• Comments (e.g. see superintendent on 3<sup>rd</sup> floor, etc)</li> <li>• Date inspection is being requested</li> </ul> </li> </ol>

## Functional and Technical Requirements (continued)

	<ul style="list-style-type: none"> <li>• Etc.</li> </ul> <p>8) System will assign the inspection request (based on a predetermined criteria: i.e. type of inspection, geographic location, agency, etc.) and respond by displaying a summary of the inspection/test request and inspector likely to be assigned to perform the inspection.</p> <p>9) User saves the inspection request or selects multiple inspection requests. (If selecting multiple inspection requests see alternative path No. 3)</p> <p>10) User has the option to print the inspection requests.</p> <p>11) System will print the inspection requests at the appropriate agency's printer or update the inspector's computer record. Use case ends.</p>
<b>Alternate Paths:</b>	<p>1) User must be able to cancel the process at any time. In this case, no inspection request is saved.</p> <p>2) The user must be able to edit the inspection request based on some conditions. User must be able to update, cancel, or delete an inspection request.</p> <p>3) On step 9, if selecting multiple inspection requests:</p> <ul style="list-style-type: none"> <li>• System will display a screen, advising the user about the conditions of this feature and ask the user to enter all permit/case numbers.</li> <li>• User enters all the permit/case numbers.</li> <li>• User enters inspection/tests requested and date requested.</li> <li>• User saves information.</li> </ul> <p>If the user is saving multiple inspection/test requests and the system detects holds, fees or any conditions that will prevent the multiple requests to be processed, the system will flag the user and provide advice on corrective action.</p>
<b>Trigger:</b>	User decides to request an inspection or test.
<b>Assumptions:</b>	Inspections can be requested/cancelled by calling the County, via the Internet or through the IVR system (see integration with other systems). Some functions described in this use case are not available to outside users.
<b>Preconditions:</b>	<p>1) For construction inspections, a proper permit must have been issued.</p> <p>2) For pre-permit inspections, permit does not need to be issued.</p>
<b>Post-conditions:</b>	Inspection/test request is saved on system
<b>Business Rules:</b>	<p>1) Inspection request cannot be processed if fees or re-fees are pending.</p> <p>2) Inspection request cannot be processed if there are holds.</p> <p>3) Inspection request cannot be processed if the permit has been finalized or cancelled without supervisory action.</p> <p>4) Inspection requests allowed only by company holding the permit.</p>



## Functional and Technical Requirements (continued)

**Functional Requirements**

No.	Description
<b>Inspection Request Processing</b>	
1.	Allow the user to select: the inspection type, a specific permit number to attach the inspection request to, and the date and time for each inspection.
2.	Provide confirmation to the permit holder after scheduling an inspection.
3.	Display (and/or print) an inspection checklist that summarizes all required inspections prior to the one being requested and include the inspection status.
4.	Ensure that inspections are scheduled in the proper sequence in accordance with established precedence constraints.
5.	Display (and/or print) a summary of any pending fees or holds.
6.	Allow the user to make real time modifications.
7.	Display (and/or print) inspection results for any user defined parameters.

**6.6 Inspections**

*This section describes from a high level view the range of County inspections including residential, commercial, elevator, cross connections, and fire prevention code permits. It also documents the functional requirements that relate to the day-to-day functions of the agencies that perform these inspections.*

<b>Use Case Name:</b>	<b>Performing Inspections/System Acceptance Tests.</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins after a customer has submitted an inspection/test request (see use case for inspection requests) and the inspection/test request has been validated and entered into the system.</li> <li>2) If needed, supervisors reassign inspection/test requests based on workload, inspector's availability, etc.</li> <li>3) If needed, selected inspection/test requests can be printed.</li> <li>4) Inspectors download the inspection/test requests and related information to their laptops or hand held devices.</li> <li>5) Inspectors perform inspections/tests and enter the inspection results on the laptop or hand-held device.</li> <li>6) If needed, the inspector prints inspection results in the field.</li> <li>7) Inspection/test results are uploaded from the laptop or hand-held device to the main database. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	Inspection/test results can also be entered directly into the system.
<b>Trigger:</b>	Inspection/test request has been entered in the system and is valid.
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	<ol style="list-style-type: none"> <li>1) Inspection request must exist and be valid.</li> <li>2) No outstanding fees exist.</li> <li>3) If inspection is of a critical structure, the required pre-construction meeting (determined at time of permit processing) must have been completed.</li> </ol>
<b>Post-conditions:</b>	Inspection is approved, rejected, or cancelled or locked-out
<b>Business Rules:</b>	Inspection results cannot be made on permits that have received an approved final inspection or have been cancelled without a supervisory override.

Functional and Technical Requirements (continued)

<b>Use Case Name:</b>	<b>Processing Periodic Elevator Inspections</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when the technician manually schedules the first periodic elevator inspection date.</li> <li>2) The system responds by calculating due dates for fees and periodic inspections. The technician can reschedule (override) the inspections as needed.</li> <li>3) The system calculates fees automatically.</li> <li>4) Elevator owner pays fees. (See Alternate Path no. 1)</li> <li>5) Inspectors perform inspections in the field. Inspection results are captured on a hand-held device and uploaded into the system or results can be directly entered into the system.</li> <li>6) If inspection is approved and all fees are paid, the system will generate a current certificate to be issued. The next periodic inspection date is scheduled by the system. Use case ends.</li> <li>7) If violations are found during the inspection, the system will generate a notification to be mailed to the elevator owner. The elevator owner is given forty days to correct the violations and forwarded a Certificate of Compliance to the County.</li> <li>8) If Certificate of Compliance is not received by the forty-first day, the system will generate a certified ten-day letter. If the Certificate of Compliance is not received by the eleventh day, the owner is notified and the elevator can be shut down.</li> <li>9) If the Certificate of Compliance is received, all violations are corrected, and all fees are paid, the system will generate a current certificate. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	<p>In step 4:</p> <ul style="list-style-type: none"> <li>• If fees are not paid by the first week of the month the fee is due, the system generates a reminder to be mailed.</li> <li>• If fees are not paid by the first week of the month the inspection is due, the system generates a second reminder to be mailed.</li> <li>• If fees are not paid, the system shall flag the inspector and the technician will begin telephoning the elevator contractor.</li> </ul>
<b>Trigger:</b>	The elevator inspections are entered into the system manually to hereafter be automatically scheduled for every six months.
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	New elevator has passed final inspection.
<b>Post-conditions:</b>	Current certificate is issued.
<b>Business Rules:</b>	<ol style="list-style-type: none"> <li>1) System generates bills for mailing in November of each year or when specified.</li> <li>2) Fees are due one month prior to the inspection date.</li> <li>3) Inspections are performed on the scheduled date even if payment has not been received.</li> <li>4) Scheduling of inspections is based on the type of elevator inspection: <ul style="list-style-type: none"> <li>• Routine (Once a year)</li> <li>• Periodic (Once a year)</li> <li>• Electric passenger elevators (one full load inspection every five years)</li> </ul> </li> <li>5) Inspection fees are based on types of equipment, number of floors, etc.</li> </ol>

## Functional and Technical Requirements (continued)

Use Case Name:	Processing Periodic Cross Connection Inspections
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a plumbing permit containing back-flow preventers or items requiring cross connection devices has been finalized and it is determined that periodic cross connection inspections will be required at this particular address. The need for cross connection inspections could also be the result of other visual inspections.</li> <li>2) The technician accesses the cross connection inspections screen. The system responds by displaying the screen.</li> <li>3) The technician searches related information (e.g. an existing cross connection case, related plumbing and building permits, cross connection devices at the address, etc.) by entering either the permit number or the address.</li> <li>4) The system responds by displaying a summary of the available information.</li> <li>5) If there is an existing case for this address, see Alternate Path no. 1. If there is no existing case for this address, the technician will select the option to add a new case. The system responds by displaying a screen for the new case assigning a new case number. The screen will include any pre-existing data related to the permit number or the address.</li> <li>6) The technician will add the rest of the information including water supplier, hazardous code, etc. The technician will assign the next periodic inspection date based on the geographic location and workload convenience.</li> <li>7) The technician continues the process by entering the types of back-flow preventers from the plumbing permit or as obtained by visual inspections.</li> <li>8) If the Hazard Code is equal to "H" then the technician can pick specific devices and generate the adequate test forms.</li> <li>9) The technician closes and saves the record.</li> <li>10) The technician generates the upcoming monthly inspection forms.</li> <li>11) The periodic inspection results are entered by the inspectors using either laptops or directly into the system. If using laptops, the inspection results will be uploaded into the system at a later time.</li> <li>12) If the inspection is approved, then the system will set the next periodic inspection date automatically. If the inspection is rejected as a result of violations, see Alternate Path no. 2.</li> </ol>
<b>Alternate Paths:</b>	<ol style="list-style-type: none"> <li>1) In step 5, if there is an existing case, the technician will select the option to update the current case and add the new information.</li> <li>2) In step 12, if the inspection fails because of violations: <ul style="list-style-type: none"> <li>• The system will flag the technician or supervisor of the violations found during the inspection process.</li> <li>• The technician or supervisor will review the violation(s), make any corrections, and then print out a deficiency letter to be mailed to the violator.</li> <li>• The system reminds the inspector to go back in thirty days after the violation has been issued and perform a re-inspection to check if the violations have been corrected. The inspector has the option to perform the re-inspection at his convenience depending on his workload.</li> <li>• If the violation is corrected and the inspection is approved, the system will automatically assign the next periodic inspection date.</li> <li>• If during re-inspection, the violation has not been corrected or if a required high hazard test has not been done, the system produces a certified letter that is mailed to the violator.</li> <li>• If the violator remains, the Water Authority is notified. The system will flag the Water Authority.</li> </ul> </li> </ol>

Functional and Technical Requirements (continued)

<b>Trigger:</b>	A plumbing permit containing back-flow preventers or items requiring cross connection devices has been finalized and it is determined that periodic cross connection inspections will be required at this particular address or cross connection devices were determined to be present as a result of a visual inspection.
<b>Assumptions:</b>	<ol style="list-style-type: none"> <li>1) Permitted inspections (non-periodic) related to cross connections are done through the normal commercial or residential inspection process. For a new structure, the cross connection inspection is performed under a regular plumbing permit. The inspection is performed either when specifically requested or as part of the final plumbing inspection.</li> <li>2) The process detailed here is for a new structure.</li> </ol>
<b>Preconditions:</b>	Plumbing permit with cross connection devices require an inspection.
<b>Post-conditions:</b>	Inspection performed.
<b>Business Rules:</b>	<ol style="list-style-type: none"> <li>1) No permit is required for periodic cross connection inspections.</li> <li>2) No fees are associated with periodic cross connection inspections.</li> <li>3) Need for periodic cross connection inspections is determined based on: <ul style="list-style-type: none"> <li>• A plumbing permit that has been issued specifying installation of back-flow preventers, specific equipment requiring cross connection devices.</li> <li>• Visual inspections during other visits by the inspectors.</li> </ul> </li> </ol>

<b>Use Case Name:</b>	<b>Processing Fire Prevention Code Permit (FPCP) Inspections</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a customer has requested an FPCP inspection or when it has been determined from existing records that an FPCP periodic inspection is required for a specific location.</li> <li>2) System will assign the FPCP inspection based on some predetermined criteria (work load, geographic location, etc.).</li> <li>3) Supervisor can reassign inspections as needed.</li> <li>4) System will print scheduled Inspections/Notice of Violation (NOV) report forms.</li> <li>5) Inspections are downloaded to the laptops or hand-held devices.</li> <li>6) Inspector performs inspection.</li> <li>7) Inspection results are entered onto a laptop or hand-held device.</li> <li>8) If inspection fails, steps 1 thru 5 are repeated until inspection is approved.</li> <li>9) If inspection passes, issue FPCP. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	Not Applicable
<b>Trigger:</b>	Customer submits FPCP application.
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	Not Applicable
<b>Post-conditions:</b>	Fire Prevention Code Permit is issued.
<b>Business Rules:</b>	FPCP inspections are normally periodic in nature. However, a customer can call and request a FPCP inspection. In that case, the inspection becomes a “have to” (mandatory).

Functional and Technical Requirements (continued)

<b>Use Case Name:</b>	<b>Processing Periodic Retesting of Fire Suppression/Detection/Notification Systems</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when the initial acceptance tests of a system are completed. When a RUP or NonRUP is issued for a project that had acceptance tests performed, system notifies Retesting Section.</li> <li>2) Technician in Retesting evaluates fire suppression/detection/notification systems and manually schedules first periodic retest.</li> <li>3) System prompts technician at specific time (i.e., 60 days prior to first of month scheduled) with a list of systems due for inspection.</li> <li>4) Technician schedules from the list.</li> <li>5) System provides contact information. Notification is made to building owner and recorded in the system.</li> <li>6) Inspection is printed out and performed. Inspector enters results into database: <ul style="list-style-type: none"> <li>• Results only for approvals.</li> <li>• Results and scan copy of report (8 ½ x 11) into system for approvals with comments or rejections.</li> </ul> </li> <li>7) Technician schedules date of next inspection.</li> <li>8) Charges for inspection are sent to cashiering for invoicing. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	<ol style="list-style-type: none"> <li>1) If fire suppression/detection/notification is not selected to be inspected, system automatically advances to next inspection date (intervals vary, but usually will come up for consideration again in one year). Report is generated of all skipped fire suppression/detection/notification systems.</li> <li>2) Initial entry of fire suppression/detection/notification into system can be by technician based on other trigger.</li> </ol>
<b>Trigger:</b>	The periodic inspections are entered into the system manually to be hereafter automatically scheduled.
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	Fire suppression/detection/notification system has passed all initial acceptance tests.
<b>Post-conditions:</b>	Current certificate is issued.
<b>Business Rules:</b>	Not Applicable

**Functional Requirements**

<b>No.</b>	<b>Description</b>
<b>Inspection/Test Processing</b>	
1.	Support the ability to send and receive e-mail, text, voice or data between the inspections office and field inspectors at remote inspection sites.
2.	Formulate, display, and optionally print a daily inspection schedule and optimized route plan for each field inspector. This may be accomplished through GIS.
3.	Allow field inspectors to schedule new inspections or reschedule failed or deferred inspections from the remote inspection site.
4.	Flag field inspectors of any holdover inspections and assign them top priority for the following business day.
5.	Allow field inspectors to make real time entries of inspection results to the central permit database from remote inspection sites in accordance with previously established access rights.
6.	Generate, display (and/or print) a list of common reasons for rejection and include code references to attach to inspection notes. Also, allow field inspectors to enter as much commentary as necessary.
7.	Generate warnings/alerts for proffer conditions, "as noted" plans, and key concerns/outstanding issues, etc
8.	Allow field inspectors to record partial approvals and routine inspection results on all types of inspections except for final inspections.

Functional and Technical Requirements (continued)

9.	Allow field inspectors to link electronic or digital images to property address, and/or permit number, and/or inspection records from remote sites.
10.	Capability to process data inputs in hand held devices using various methods to include handwriting recognition software.
11.	Capability of retrieving and displaying (and/or printing) relevant information from other agency databases (i.e. Health Department, Fire Marshal, Site, Critical Structure, etc.)
12.	Capability of connecting with the Code Enforcement database to retrieve relevant information that will flag the user of any properties with cases against them.
13.	Capability of tracking investigations of violation cases, complaint investigations, and Board of Supervisor items (Red Tags) in a secure environment in accordance with previously established access rights.
14.	Capability of accepting electronic plans that can be accessed though the Internet or email.
15.	Allow authorized users to override re-inspection fees.
16.	Maintain a database of structures and inspections for disaster recovery efforts to include such items as damage assessment utilizing GIS links for determining area of event (i.e. the path or likely path of a tornado), log of recovery and permit efforts, etc.
17.	Maintain a database of registered third party engineers who are certified to perform limited private inspections in Fairfax County.
18.	Capture third party inspection data in a secure electronic format.
19.	Capability to retrieve and display relevant building codes and regulations (i.e. BOCA Electronic Library) and automatically update with code changes.
20.	Notify appropriate inspection agencies of routine annual inspections required for a given address based on user established criteria.

## **6.7 Site Permits**

*This section gives a high level view of the processes performed by the Site Permits Branch. The Branch reviews building permit applications prior to issuance to ensure that all site related requirements have been met.*

<b>Use Case Name:</b>	<b>Site Permits Review Process</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a customer is routed to the Site Permits Branch for review and sign-off on a building permit application.</li> <li>2) Technician performs initial review to determine if application is residential or commercial and which type of plan or plat is required. <ol style="list-style-type: none"> <li>A. Residential <ul style="list-style-type: none"> <li>• House location plat</li> <li>• House location plat certified by a Registered Design Professional</li> <li>• Grading plan</li> </ul> </li> <li>B. Commercial <ul style="list-style-type: none"> <li>• Site plan</li> <li>• Minor site plan</li> <li>• Plat</li> </ul> </li> </ol> <p>Plan type is determined by type of project, amount of land to be disturbed, topography, and Chesapeake Bay Preservation Ordinance requirements.</p> </li> <li>3) If a plan submission is not required, the Site Permits Branch completes reviews and permit application is signed off. <ul style="list-style-type: none"> <li>• Pervious/impervious area and land disturbance entered into computer record for permit.</li> <li>• Results of pre-permit inspection entered.</li> </ul> </li> <li>4) If a plan submission is required, the Plans and Waivers System (PAWS) is accessed to determine if the plan has been submitted to the Office of Site Development Services (OSDS).</li> </ol>

Functional and Technical Requirements (continued)

	<ul style="list-style-type: none"> <li>• If a plan has been submitted and approved, then Site Permits verifies that all approval conditions have been met prior to application sign-off.</li> <li>• If a plan has not been submitted or is submitted and pending approval, applicant is referred to OSDS.</li> </ul> <p>5) If a conservation escrow is required, staff inputs required data, system prints out receipt for escrow and creates inspection request form to be forwarded to Environmental Facilities Inspection Division (EFID) in OSDS.</p> <p>6) Review is approved or rejected. Use case ends.</p>
<b>Alternate Paths:</b>	Not Applicable
<b>Trigger:</b>	When processing a building permit application, the permit technician determines (by analyzing the work description) that land disturbance is involved and routes customers to the Site Permits Branch.
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	Customer has submitted a building permit application and it has been determined that Site Permits' approval is needed because land disturbance is involved.
<b>Post-conditions:</b>	Approval or rejection by Site Permits recorded on system
<b>Business Rules:</b>	Not Applicable

Functional Requirements

No.	Description
<b>Site Permits Processing</b>	
1.	Capability of retrieving and displaying (and/or printing) relevant information from other agency databases (i.e. PAWS, REABS, FAMIS, PAMS, EFID, the Bonds file, etc.)
2.	Capability of connecting with the County addressing system.
3.	Maintain an up to date database of all Chesapeake Bay Preservation Ordinance (C-bay) requirements.
4.	Capability of tracking parent/child relationships for parcel numbers (tax map numbers).

## Functional and Technical Requirements (continued)

**6.8 Zoning Review**

*This section presents a high level view of the processes performed by the Zoning Permit Review Branch. It also specifies the functional requirements that correspond to the day-to-day functions performed by staff of the Zoning Permit Review Branch.*

<b>Use Case Name:</b>	<b>Zoning Permit Review Process</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a customer is seeking to obtain zoning approval after submitting a building permit application.</li> <li>2) Technician enters criteria to search for existing information in the system.</li> <li>3) System displays a summary of related information including: zoning district, land area, proffered conditions, use group, Non-RUPs, RUPs, exceptions, holds, etc.)</li> <li>4) Technician verifies that the use on the permit application is consistent with the use listed in the system.</li> <li>5) Technician determines if the permit is subject to proffered conditions or is an affordable dwelling unit (ADU) and enters information for later use.</li> <li>6) Technician manually verifies all zoning related information (using existing records including a zoning map and street files.</li> <li>7) If the application is compliant with all Zoning Ordinance requirements, the technician approves the application and enters approval into the system, to include any special conditions related to the approval.</li> <li>8) If the application does not comply with all Zoning Ordinance requirements, the technician denies approval and enters the denial into the system, to include any special conditions related to the denial.</li> </ol>
<b>Alternate Paths:</b>	Applicants can submit a building permit application directly to the Zoning Permit Review Branch prior to logging them in at the Permit Application Center. In this case, the computer record is created and the permit number is assigned at the Zoning Permit Review Branch.
<b>Trigger:</b>	Customer submits a building permit application to obtain the approval of Zoning Permit Review Branch.
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	Application for a building permit has been submitted.
<b>Post-conditions:</b>	Zoning approval is approved or denied.
<b>Business Rules:</b>	Not Applicable

<b>No.</b>	<b>Description</b>
<b>Zoning Review Processing</b>	
1.	Capture and integrate all information currently residing in the Non-RUP system.
2.	Alert users of any special conditions associated with a project (i.e. located in historic overlay district, commercial revitalization districts, administrative holds, etc.).



## Functional and Technical Requirements (continued)

### 6.9 Health Department Review

*This section presents a high level view of the Health Department review processes that include the review of architectural plans by the Food Safety Section and the review of permit applications, plats and grading plans by the Onsite Sewage and Water Section. It also documents the functional requirements that relate to the day-to-day functions of these two sections.*

Use Case Name:	Health Department Review of Architectural Plans
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case is very closely related to the Building Plan Review use case and begins after it has been determined that an architectural plan needs to be reviewed by the Food Safety Section of the Health Department.</li> <li>2) The plans are routed to the Food Safety Section of the Health Department (see alternate path described below).</li> <li>3) Plans are accepted for review and the applicable Health Department fees are assessed and collected.</li> <li>4) Plans are assigned to the proper reviewer/section based on pre-established criteria (assigned in order received – “first come, first serve”).</li> <li>5) If needed, plans can be reassigned.</li> <li>6) Reviewer checks plans for compliance with County Codes and regulations. Types of architectural plans requiring review include: <ul style="list-style-type: none"> <li>• Food service establishments</li> <li>• Commercial swimming pools</li> <li>• Hotels</li> <li>• Child care establishments</li> <li>• Tattoo, body piercing, and massage establishments</li> <li>• X-ray system</li> <li>• Pet shops</li> </ul> </li> <li>7) Reviewers record the approval/rejection decision, and any pertinent review comments into the system. The approval decision can be one of the following: <ul style="list-style-type: none"> <li>• Approved – additional building plan review required by DPWES</li> <li>• Rejected – comments provided</li> <li>• Approved with no additional building plan review required by DPWES. (these cases do not involve the issuance of permits)</li> </ul> </li> <li>8) Upon completion of review, architectural plans are routed back to the Building Plan Review Division of DPWES.</li> <li>9) If the plans are rejected by the Health Department, the review comments are entered into the system and a copy is attached to the plans. After the applicant makes corrections, resubmission fees may be required.</li> <li>10) The review and resubmission process is repeated until all issues are resolved and the plans are either approved or withdrawn from the system. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	Applicants can submit architectural plans directly to the Health Department prior to logging them in at the Permit Application Center and submission to Building Plan Review division. In this case, the computer record is created and the permit number is assigned at the Health Department.
<b>Trigger:</b>	Not Applicable
<b>Assumptions:</b>	The review of architectural plans by the Health Department takes place as a part of the overall Building Plan Review Process.
<b>Preconditions:</b>	Not Applicable
<b>Post-conditions:</b>	Health Department Review is completed and is either approved or rejected.
<b>Business Rules:</b>	<ol style="list-style-type: none"> <li>1) Projects in revitalization areas are given top priority.</li> <li>2) Plans will not be reviewed until fees have been paid.</li> </ol>

## Functional and Technical Requirements (continued)

<b>Use Case Name:</b>	<b>Health Department Review of Permit Applications, Plats and Grading Plans</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a permit application (accompanied by a plat or grading plan) is routed to the Onsite Sewage and Water Section of the Health Department because the project address is served by a septic and/or well system. (see alternative path described below)</li> <li>2) Reviewer checks the plat or grading plan for compliance with County Codes and regulations to ensure that the onsite sewage and/or water systems are not compromised by the proposed project. Types of projects requiring this review include exterior improvements on properties served by septic and/or well systems and interior renovations that include the addition of a bedroom(s).</li> <li>3) Reviewers record the approval/rejection decision and any pertinent review comments into the system. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	Applicants can submit grading plans directly to the Health Department prior to logging them in at the Permit Application Center. In this case, the computer record is created and the permit number is assigned at the Health Department.
<b>Trigger:</b>	Not Applicable
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	The property of the proposed project is served by an individual sewage and/or water supply system.
<b>Post-conditions:</b>	Health Department Review is completed and is either approved or rejected.
<b>Business Rules:</b>	<ol style="list-style-type: none"> <li>1) Projects in revitalization areas are given top priority.</li> <li>2) Review fees for plats and grading plans are not required to be paid until the review process has been completed.</li> </ol>

**Functional Requirements**

<b>No.</b>	<b>Description</b>
<b>Health Processing</b>	
1.	Capability of sending and retrieving relevant information with the Division's centralized database to eliminate dual data entry
2.	Automatically notify the Health Department users via electronic means of predetermined occurrences that pertain to the daily activities of the Health Department as described in the use case above (property of the proposed project is served by an individual sewage and/or water supply system, property is within orange soils, completed electrical inspection for a commercial swimming pool, etc.)
3.	The system must place a hold on permit information when a pre-permit inspection is required during the review.

## Functional and Technical Requirements (continued)

**6.10 Residential and Non-Residential Use Permits (RUPs)**

*This section presents a high level view of the residential use permit process performed by the Environmental Facilities Inspection Division and the Non-Residential Use Permit process performed by the Zoning Permit Review Branch. The Non-Residential Use Permit is required for new buildings, new tenants, changes of tenant, or change of use(s) for an existing tenant. The purpose of the RUP/Non-RUP is to make sure that the use of the property under the Zoning Ordinance is legal, that parking requirements are met, that conditions related to proffers and all other development conditions are complied with, and that all required inspections have been performed.*

Use Case Name:	Processing Residential Use Permits (RUPs)
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a customer submits a request for a RUP.</li> <li>2) Technician/user opens the screen to request the RUP.</li> <li>3) Technician/user enters criteria to search for information: <ul style="list-style-type: none"> <li>• Address</li> <li>• Permit (or case) Number</li> </ul> </li> <li>4) System responds by displaying a summary of related information, including: <ul style="list-style-type: none"> <li>• Status of all applicable final inspections</li> <li>• Status of any pending inspection requests</li> <li>• Advise on items that need to be completed to pass the RUP inspection.</li> <li>• Flag user if multifamily dwelling.</li> <li>• Status of dwelling as an Affordable Dwelling Unit (ADU)</li> </ul> </li> <li>5) Technician/customer enters a date for the RUP inspection.</li> <li>6) System checks the following: <ul style="list-style-type: none"> <li>• All applicable final inspections have been approved or if the applicable inspection requests have been scheduled with a date equal or prior to the requested date for the RUP.</li> <li>• If structure is a multi-family dwelling, the system determines if first RUP has been approved before subsequent RUP inspections can be scheduled.</li> </ul> </li> <li>7) If check fails, system flags user that it is not possible to schedule the RUP inspection. User closes screen, use case ends.</li> <li>8) If check passes, user can select to save the RUP request or cancel the action. If action is cancelled, use case ends.</li> <li>9) If RUP request is valid and saved, system responds by creating the record and assigning the RUP request to the proper inspector based on predetermined criteria. <ul style="list-style-type: none"> <li>• Multifamily RUP inspections that do not have site issues are routed to the Commercial or Residential inspectors. Single family and multifamily RUP inspections with site issues are routed to the Site inspectors.</li> </ul> </li> <li>10) If desired, user has the option to print the RUP request.</li> <li>11) Inspectors download the inspection requests on their laptops or hand-held devices.</li> <li>12) Inspection is performed and results entered on the laptop or manually on the system.</li> <li>13) If the RUP inspection is approved, the inspector issues the RUP on site. If the inspection fails, the inspector and the customer arrange for a new inspection.</li> <li>14) Inspection results are uploaded to the system. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	Not Applicable
<b>Trigger:</b>	Applicant is seeking to obtain a RUP.
<b>Assumptions:</b>	Both the Site and Commercial inspectors perform RUP inspections. Site inspectors are currently using the SI2K hand-held computer application to enter RUP inspection results.
<b>Preconditions:</b>	Not Applicable
<b>Post-conditions:</b>	Inspection is approved or rejected. If approved, Residential Use Permit certificate is

## Functional and Technical Requirements (continued)

	issued.
<b>Business Rules:</b>	ADU requirements must be met before RUPs can be issued.

<b>Use Case Name:</b>	<b>Processing Non-Residential Use Permits (Non-RUPs)</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a customer submits a Non-RUP application.</li> <li>2) Technician creates the Non-RUP application in the system. Application types include: <ul style="list-style-type: none"> <li>• New tenant – change in use</li> <li>• New tenant – no change in use</li> <li>• Change in ownership</li> <li>• New structure</li> <li>• Special exception use</li> <li>• Special permit use</li> </ul> </li> <li>3) Technician enters the criteria to search for existing information in the system including: owner, address, tax map and other development conditions.</li> <li>4) System responds by displaying the requested information.</li> <li>5) Technician manually verifies all information using existing records (zoning map and street files) to insure conformance with Zoning Ordinance.</li> <li>6) System calculates parking requirements and available parking on site.</li> <li>7) Technician verifies that all final trade, Fire Prevention, and Health inspections are in the system. The system alerts the user of any special approvals by ZEB inspectors or of any holds placed on the property.</li> <li>8) If Non-RUP application complies with all requirements, technician approves the application and enters the result into the system. Approval results are forwarded to Fire Marshal.</li> <li>9) If system is missing information required for issuance of a Non-RUP or a correction is required, the technician may manually enter the necessary information or override system calculations.</li> <li>10) If Non-RUP application does not comply with all requirements, technician denies the application and enters the result into the system.</li> </ol>
<b>Alternate Paths:</b>	Not Applicable
<b>Trigger:</b>	Customer applies for a Non-RUP.
<b>Assumptions:</b>	Not Applicable
<b>Precondition:</b>	Creation of Non-RUP application in the system.
<b>Post-conditions:</b>	Non-RUP is issued or rejected.
<b>Business Rules:</b>	<ol style="list-style-type: none"> <li>1) Parking requirements are based on square footage, number of employees, use, etc.</li> <li>2) If proffers or other development conditions are present, flag the system.</li> <li>3) Updating the Non-RUP application is possible any time after submission.</li> </ol>

## Functional and Technical Requirements (continued)

**Functional Requirements**

No.	Description
<b>RUP/Non-RUP Processing</b>	
1.	Automatically input the site plan number from an address.
2.	Automatically notify all sections and agencies of holds and RUP/Non-RUP revocations.
3.	Generate a counter for affordable dwelling units and proffers. The counter should be tied to a particular development.

**6.11 Cashiering**

*This section provides a high level view of the cashiering processes that will be implemented for all agencies using the new system. It also documents the functional requirements that relate to the day-to-day cashiering functions of DPWES and FRD. (Please note that the County will be moving to a Windows based cashiering program in the near future – see Section 2.4.12.)*

<b>Use Case Name:</b>	<b>Processing a Payment</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a customer arrives to pay a fee.</li> <li>2) Teller accesses the payment screen and uses one of the following options to start the payment process: <ul style="list-style-type: none"> <li>• If available, enters transmittal or invoice number provided by customer into the system</li> <li>• Enters permit or case number into the system</li> <li>• Process a miscellaneous fee</li> </ul> </li> <li>3) System responds by displaying a summary of all related items to the invoice number or permit number that have an outstanding balance and includes the method of payment.</li> <li>4) Teller selects the items the customer will be paying for.</li> <li>5) Teller selects method of payment and enters necessary information (check number, amount, etc.). <ul style="list-style-type: none"> <li>• Cash</li> <li>• Check</li> <li>• Visa</li> <li>• MasterCard</li> <li>• Discover</li> </ul> </li> <li>6) Payment is received. The system updates balances and outstanding fees, etc.</li> <li>7) System prints a receipt.</li> <li>8) If applicable, system prints permits being issued or other documents. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	In step 5, if payment by credit card is not accepted, user can select a different method of payment. If payment cannot be received, the process stops and use case ends without updating any records.
<b>Trigger:</b>	Customer arrives to pay a fee.
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	Not Applicable
<b>Post-conditions:</b>	Payment is accepted and receipt is generated. If applicable, permits are printed too.
<b>Business Rules:</b>	Not Applicable

Functional and Technical Requirements (continued)

<b>Use Case Name:</b>	<b>Closeout and Reconciliation Process</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a supervisor with the proper authority, manually initiates the closeout process (normally done around 2:00 PM).</li> <li>2) System responds by pulling a total (summary) of receipts from ISIS, the Discover/Novus, and any other authorized credit card systems.</li> <li>3) System prints the summary of all transactions for the day.</li> <li>4) Supervisor retrieves information to balance against the daily summary (normally done around 4:00 P.M.).</li> <li>5) Supervisor begins reconciliation process. Enter any corrections that are needed.</li> <li>6) System responds by updating the database and through a link, updating the proper files on FAMIS.</li> <li>7) Totals are matched against monies received.</li> <li>8) Deposit form is generated and printed. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	In step 1, supervisor can also select the option to print a summary for the day that is not a closeout.
<b>Trigger:</b>	Supervisor initiates closeout or printing summary.
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	Not Applicable
<b>Post-conditions:</b>	Closeout is performed up to the time of execution. Summaries are printed.
<b>Business Rules:</b>	Only supervisor has the right to execute a closeout.

**Functional Requirements**

<b>No.</b>	<b>Description</b>
<b>Cashiering Processing</b>	
1.	The system must provide the capability to have partitions in place that would allow other departments/localities (Fire & Rescue, etc) to process permits & fee payments that would not count towards other localities daily totals.
2.	Allow users to create flags/alerts by user-defined parameters (cash only customers, permits pulled by contractor, NSF checks, past due accounts, erroneous permit fees).
3.	Automatically generate receipt numbers with a manual override option that is in accordance with previously established access rights.
4.	Allow users to select a combination of pay types when processing payments.
5.	The system must recognize and distribute funds to the correct index and sub-object codes.
6.	Automatically calculate fees for plan review based on review time.
7.	Capability of capturing fee amounts waived in lieu of payment.
8.	The system must be capable of automatically calculating and recording fee payments and maintaining a payment history (e.g., payments, refunds, subsequent assessments, etc.).

Functional and Technical Requirements (continued)

## **6.12 Tax Administration**

*This section details the functional requirements of the Real Estate Division and the Personal Property and Business License Division of the Department of Tax Administration (DTA).*

No.	Description
<b>Real Estate Processing</b>	
1.	After entry of interior data, automatically copy common information from the final inspection records to the DTA system.
2.	Capability of retrieving and displaying (and/or printing) relevant information from other agency databases by user-defined parameters (i.e. Health Department, Fire Marshal, Department of Planning and Zoning).
3.	Capability of connecting to permit system to provide notification of completed construction projects, found by DTA, that have not received final inspections.
4.	Capability of connecting to permit system to provide notification of inspections done on improvements without an original permit.
5.	Capability of connecting to permit system to provide notification of construction (including additions) found by DTA, with no permit record.
6.	Capability of connecting to permit system to receive notification of materials issues that might impact property value (i.e., EIFS, mold, structural complaints on buildings, soils, foundation slippage, and reasons for no final inspection).
7.	Capability of connecting with permit system in real-time to extract and sort relevant permit and inspection information by user defined parameters.
<b>BPOL Processing</b>	
8.	Online access to individual permit applicant information, e.g., residential/non-residential, owner name, applicant and contractor name, address, phone number, fax number, e-mail address.
9.	Capability of connecting with permit system to retrieve relevant information to generate and display (and/or print) a discrepancy report by user defined parameters.
10.	Capability of connecting with complaint tracking system to retrieve relevant information to generate and display (and/or print) a discrepancy report by user defined parameters.
11.	Capability of connecting with PAMS (or PAMS replacement) to verify address information entered into the business database.

## Functional and Technical Requirements (continued)

### **6.13 Wastewater Management**

*This section provides a high level view of the permit application review process performed by the Accounts and Revenue Section of the Wastewater Planning and Monitoring Division (WPMD). The functional requirements that relate to the day-to-day functions of this section have been largely incorporated into requirements for permit processing.*

<b>Use Case Name:</b>	<b>Office of Wastewater Management Review of Building and Plumbing Permit Applications</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a building or plumbing permit application is routed to the Accounts and Revenue Section of the Wastewater Planning and Monitoring Division, DPWES, because the proposed project will impact the public sanitary sewer system. (see alternative path described below)</li> <li>2) Types of projects requiring review by the Accounts and Revenue Section include commercial renovations, new commercial structures, new homes served by the public sewer system, plumbing cap-offs, and new connections to public sewer.</li> <li>3) If a building permit application requires a new connection to the sewer, the WPMD technician verifies sewer availability (presently done manually with maps, but desire to move to GIS).</li> <li>4) If a building permit application is for a renovation to an existing commercial project, the WPMD technician determines if there are fixture unit credits available to the owner. (This information is in PUBSAT. An interface allowing the new system to do this is desired).</li> <li>5) Staff verifies that the site-related plan (if applicable) has been approved and inspected prior to approval of the permit application.</li> <li>6) Collect fees and record in PUBSAT system. <ul style="list-style-type: none"> <li>• Fees can be paid in advance according to a flat fee structure for some applications.</li> <li>• Fees can be collected by the Cashier's Office or at the Accounts and Revenue Section. Evidence of fees collected at the Cashier's Office is sent to WPMD.</li> </ul> </li> <li>7) The WPMD technician records the approval/rejection decision and any pertinent review comments into the system. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	Applicants can submit a permit application directly to the Accounts and Revenue Section prior to logging them in at the Permit Application Center. In this case, the computer record is created and the permit number is assigned at the Accounts and Revenue Section.
<b>Trigger:</b>	Not Applicable
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	<ol style="list-style-type: none"> <li>1) The proposed project will have an impact on the public sanitary sewer system.</li> <li>2) The property address is in the County's main addressing system.</li> </ol>
<b>Post-conditions:</b>	Accounts and Revenue Section application review is completed and either approved or rejected.
<b>Business Rules:</b>	Not Applicable

### **Functional Requirements**

<b>No.</b>	<b>Description</b>
<b>Wastewater Planning and Monitoring Division Review</b>	
1.	Automatically transmit and notify designated Industrial Waste Section (IWS) staff electronically (such as email) of permits necessitating IWS review
2.	Automatically classify permit applicants that are "industrial users".
3.	Capability of connecting with PUBSAT to retrieve relevant information pertaining to final inspection dates for SO1's – sanitary sewer connections.



Functional and Technical Requirements (continued)

## **7. Technical Requirements – Complaints Management Module**

This section presents the functional overview of the desired Complaints Management system. The requirements are divided into use cases and related functional requirements. Non-functional requirements and other general requirements are detailed in Part I, Section 5 of this RFP.

The use cases provide a high level view of the specific business processes by capturing in words what a flow chart would normally convey. The proposed system must be able to implement these cases, the different scenarios associated with them, and other supporting functions to provide an integrated environment.

The related functional requirements are tables that immediately follow the use case. They describe additional functionalities and are intended to supplement the corresponding use case by detailing requirements that were not captured in the use case. The proposed system must be able to provide the functions described in these requirements.

### **7.1 Complaints and Litigation**

*This section presents a high level view of the Complaints Management System including the complaints and litigation functions and the processing of sign permits. It also documents the functional requirements of the new system.*

Use Case Name:	Processing a Complaint
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a complainant submits a complaint.</li> <li>2) Staff enters address complainant information and has the option to search for related complaint history or related litigation data.</li> <li>3) If search was performed, system responds by displaying related complaint history and/or related litigation data. User should be able to: <ul style="list-style-type: none"> <li>• Check for existing complaints on the properties that are currently under investigation.</li> <li>• Verify if court case is pending.</li> <li>• Check if recurrent problem.</li> <li>• Check if complying with a previous court order.</li> <li>• Check any other complaints by this agency and other agencies related to this property.</li> <li>• Check for special exceptions, proffers related to this property.</li> </ul> </li> <li>4) Staff documents the nature of the complaint and, assisted by the system, determines the proper agency to handle the complaint: <ul style="list-style-type: none"> <li>• Complaint belongs to DPZ (continue with step 5).</li> <li>• Complaint should go to another agency (Police Department, Fire Marshal, Office of Building Code Services, etc.). Refer to proper agency (electronically if possible, i.e. e-mail, etc.) and stop process.</li> <li>• It is a shared complaint (involving DPZ and some other agency). Refer to other agencies involved (electronically if possible) and continue with step 5.</li> </ul> </li> <li>5) Complaint is assigned to an inspector (SZI) based on pre-established geographic criteria.</li> <li>6) Inspector investigates and researches the complaint utilizing the system to search for information related to the investigation. System keeps track of all information on a chronological basis. This process is repeated until one of the following actions is taken: <ul style="list-style-type: none"> <li>• Complaint is resolved.</li> <li>• Complaint is determined to be unfounded.</li> <li>• Inspector decides to issue violation (continue with step 8).</li> </ul> </li> </ol>

## Functional and Technical Requirements (continued)

	<ol style="list-style-type: none"> <li>7) If complaint is resolved or unfounded, notify the complainant and close the case. Use case ends.</li> <li>8) Inspector enters violation data and prepares written notice (template on system). Printed notice is drafted.</li> <li>9) After violation is sent: <ul style="list-style-type: none"> <li>• Violation is resolved. Complainant is notified. Case is closed. Use case ends.</li> <li>• An appeal or a zoning application is submitted. Further appeals can follow until violation is resolved or found to be non-compliant.</li> <li>• Non-compliant. See Litigation Use Case (case is sent to County Attorney and Complainant is notified). Use case ends.</li> </ul> </li> </ol>
<b>Alternate Paths:</b>	In step 5, supervisors can reassign the complaint if necessary.
<b>Trigger:</b>	Not Applicable
<b>Assumptions:</b>	System keeps track of performance management (i.e. time to inspect property, resolve a complaint, violation, etc.) automatically.
<b>Preconditions:</b>	Not Applicable
<b>Post-conditions:</b>	Complaint is resolved or sent to litigation.
<b>Business Rules:</b>	<ol style="list-style-type: none"> <li>1) System must flag or remind inspectors in advance of hearing dates, etc.</li> <li>2) Issued violations have 30 days to be corrected.</li> </ol>

<b>Use Case Name:</b>	<b>Processing Litigation</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a violator is non-compliant and county staff decides to file suit.</li> <li>2) Inspector prepares legal case file, enters adequate information into system, and routes case to county attorney.</li> <li>3) County attorney files suit.</li> <li>4) System assists the inspector/county attorney by tracking the status and activity of the case from beginning to end. Information collected includes: <ul style="list-style-type: none"> <li>• Evidence</li> <li>• Follow ups</li> <li>• Court hearings</li> <li>• Summary of dispositions</li> <li>• Subpoenas</li> <li>• Related complaints</li> <li>• Deadlines, events</li> <li>• Actions taken by county attorney or other county agencies</li> </ul> </li> <li>5) The system must also notify the inspector/county attorney of any deadlines with ample advance notification (e.g. court hearings, submission of documents, etc.)</li> <li>6) Steps 4 and 5 are repeated until the litigation case is resolved.</li> <li>7) Appropriate people are notified. Case is closed. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	Not Applicable
<b>Trigger:</b>	Non-compliant violator and decision made by zoning staff to file suit.
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	Non-compliant violator
<b>Post-conditions:</b>	Litigation case is resolved.
<b>Business Rules:</b>	Not Applicable

Functional and Technical Requirements (continued)

**Functional Requirements**

No.	Description
<b>Complaints/Litigation Management</b>	
1.	Provide an auto generated case number.
2.	Provide a tracking system of all sent/received correspondence, type of correspondence, status indicators, information reports, digital pictures and other documents pertaining to a case.
3.	Provide a system generated unique document number for each piece of correspondence and all forms concerning a given case number.
4.	Provide the ability to automatically populate the property/tax map/owner information from REABS - Current Land Master File (Mainframe/Cobol) upon selecting the property address.
5.	Provide automatic historical data available by address – for example a “Prior case button” for prior complaints/ activities on the address upon input of address.
6.	Provide the ability for complainants to file complaint over the internet (24/7).
7.	Provide the ability to print automatically a case file label – with address information –upon entry of information.
8.	Provide the ability to automatically populate relevant data fields from an existing text file of the zoning ordinance.
9.	Provide the ability to automatically print the Notice of Violation (NOV) letter after the violation inspection is noted. System shall automatically stamp the date the NOV form was printed/ sent. The NOV shall be pre-dated “x” days in advance to allow for the overlap in mailing from the office.
10.	Provide the ability to allow for manual entry/ override of the date the letter/ NOV was sent – this posting default to case status box for 30 days.
11.	Provide for updates to the “inspection report” form (IR form) based on case number as many times as needed. Each time the IR Form is updated, there will be an automatic date stamp.
12.	Provide the ability to allow subsequent Notice of Violation (NOV) to be posted as needed.
13.	Allow the ability of retrieving, displaying and/or printing the upcoming court dates, cases open/close/pending, attorney assigned and action taken.
14.	Upon entry of property address the system should have the ability of retrieving, displaying and/or printing the following information but not limited to: <ul style="list-style-type: none"> <li>• Current complaints under investigation or litigation</li> <li>• Status of current complaints under investigation or litigation</li> <li>• Status of current violations</li> <li>• Historical violations</li> <li>• Location on GIS map view (zoom able)</li> <li>• Inspection information</li> </ul>
15.	Provide an automatic one-week follow up reminder after assignment. A supervisor shall be able to override this date if is needed
16.	Provide to the inspector/supervisor/branch chief one week before the scheduled court date a reminder of court date and need to re-inspect the property
17.	Flag the user of any alerts placed on an address.
18.	Provide the following daily reminders for cases due over the next 7 days. For example: <ul style="list-style-type: none"> <li>• Inspector assigned cases</li> <li>• Supervisor assigned cases</li> <li>• Branch Chief all cases</li> </ul>
19.	Provide the following daily reminders for cases overdue by more than 4 days. For example: <ul style="list-style-type: none"> <li>• Inspector assigned cases</li> <li>• Supervisor assigned cases</li> <li>• Branch Chief all cases</li> </ul>

## Functional and Technical Requirements (continued)

20.	Flag case for supervisory review after 30 days from the expiration of the 2 <sup>nd</sup> Notice of Violation (verbal, written).
21.	Flag case for supervisory review after 5 inspections.
22.	Flag case for supervisory review after 30 days with no action

### **7.2 Sign Permits**

*This section presents a high level view of the management and processing of sign permits. It also documents the related functional requirements that correspond to the day-to-day functions of the Sign Permit Section.*

<b>Use Case Name:</b>	<b>Processing a Sign Permit</b>
<b>Basic Course of Events:</b>	<ol style="list-style-type: none"> <li>1) This use case begins when a customer submits a sign permit application.</li> <li>2) Staff enters required data and can search for related information (e.g. Non-Residential Use Permits, contractors, previous sign permits at this location, size of prior approved signs, etc.)</li> <li>3) System generates sign permit number, calculates fees, and prints a payment slip.</li> <li>4) Customer pays fee and a receipt is generated.</li> <li>5) System assigns sign permit to inspector/reviewer based on geographic location. Sign permit can be reassigned if needed.</li> <li>6) Sign permit is reviewed and necessary inspections performed. Reviewer enters review information. During the review process, the system will respond by: <ul style="list-style-type: none"> <li>• Providing automatic calculation of signage allowed</li> <li>• Checking for sign overlay districts or holds</li> <li>• Displaying related information</li> <li>• Determining inspection dates, when review is due, etc.</li> </ul> </li> <li>7) After the review is complete, the inspector/reviewer will enter one of the following: <ul style="list-style-type: none"> <li>• Sign permit application is approved. Go to step 8.</li> <li>• Sign permit application is pending. Reviewer enters comments on system. Letter is generated. Customer responds by bringing additional information until application is approved, denied or cancelled.</li> <li>• Sign permit application is denied. Case is closed. Use case ends.</li> <li>• Sign permit application is cancelled. Case is closed. Use case ends.</li> <li>• Check any conditions of approval.</li> </ul> </li> <li>8) If sign permit application is approved, issue permit. Use case ends.</li> </ol>
<b>Alternate Paths:</b>	<ol style="list-style-type: none"> <li>1) In step 2, staff can choose to process multiple sign permits for this address. System will respond displaying a screen to enter the multiple applications.</li> <li>2) In step 7, if application is pending, the system will flag the inspector/reviewer of any follow-ups, reminders, etc.</li> </ol>
<b>Trigger:</b>	Customer submits a sign permit application.
<b>Assumptions:</b>	Not Applicable
<b>Preconditions:</b>	Not Applicable
<b>Post-conditions:</b>	Sign permit is issued or denied.
<b>Business Rules:</b>	No sign permits applications submitted via email are accepted without plans attached.

Functional and Technical Requirements (continued)**Functional Requirements**

No.	Description
<b>Sign Permit Management</b>	
1.	Provide the ability for a sequential log of sign permit applications received and a system generated sign permit number.
2.	Provide the ability to populate automatically the property information and owner information from the REABS database by selecting the property address.
3.	Provide the ability to have the GIS location of the proposed sign as identified on a grid map.
4.	Provide the future ability to allow sign contractors to apply for sign permits with plans as an attachment over the internet (24/7).
5.	Provide the future ability to allow sign contractors to pay sign permit fees online.
6.	Provide the ability to have a link with the DPWES Cashiers office to record automatically the number of the receipt for the sign permit fee.
7.	Provide the ability to add or update an open sign permit application record.
8.	Provide the ability to retrieve current/history/archive sign permits information by entering the Sign Contractor's name.
9.	Provide a link with the Enterprise GIS system to map sign locations. System should produce a general locator map and a parcel locator map as reports from this interface.
10.	Provide the ability to flag the user of any holds placed on a contractor.
11.	Provide the ability to display on daily basis to the user his/her pending/hold sign permit applications.

## Functional and Technical Requirements (continued)

### **8. Reports**

*This section describes the required reporting capabilities of the new system. The new system must be capable of generating both ad-hoc reports as well as customized reports based on collected and stored data. Section 8.1 describes the ad-hoc reporting requirements and sections 8.2 and 8.3 provide a list of desired customized reports for each of the main functional areas. The total number of customized reports, layouts, sort criteria, etc will be determined during the system design and implementation process. Offerors should submit a list and description of their standard (pre-designed) reports.*

#### **8.1 Ad-Hoc Reporting**

*The ad-hoc reporting requirements apply to the entire system.*

No.	Description
<b>Ad-Hoc Reporting</b>	
1.	Provide an ad-hoc reporting module to enable non-technical users to quickly and easily create, generate, display and print basic reports from the application software.
2.	Provide the user the ability to select query options from one or more database tables.
3.	Allow the user to specify selection criteria through either a conditional menu or an SQL free from approach.
4.	Allow for the insertion of headers and footers into reports, including user-selected fonts and font sizes.
5.	Allow multilevel sorting on any selected column(s) in either ascending or descending order.
6.	Provide for column positioning which will allow the user to arrange the order that the columns appear in the report.
7.	Provide options to change a column title, width or attributes.
8.	Ability to perform mathematical computations on selected columns (average, count, sum, maximum, minimum, number of rows, standard deviation and variance).
9.	Allow the user to adjust the page length, page width, and placement of a new page.
10.	Allow the user to edit the current query or current report settings once a report has been built.
11.	Ability to save reports built with the ad-hoc report module for future printing.
12.	Ability to direct report output to a specific printer or file.

#### **8.2 Permitting, Plan Review, and Inspections Module**

No.	Description
<b>Permits</b>	
1.	Generate and display (and/or print) a list of permits issued by permit type (e.g., building, electrical, use and occupancy) for a user-defined timeframe.
2.	Generate and display (and/or print) a listing of all applications accepted by application type (e.g., building, electrical, use and occupancy) for a user-defined timeframe.
3.	Generate and display (and/or print) reports summarizing the number of incoming, approved, and finalized permits for a user defined timeframe.
4.	Generate and display (and/or print) an application intake checklist for each permit application based on type.
5.	Display (and/or print) a listing of expired, revoked, suspended or denied permits.
6.	Generate and display (and/or print) a listing of all current violations by permit
7.	Generate and display (and/or print) logs of outstanding permits for each of the reviewing functions (e.g., plan review, sediment control, subdivision, fire systems, finance, etc.).
<b>Licensing</b>	
8.	Maintain and display (and/or print) a list of licensed HIC contractors by contractor name, number,

## Functional and Technical Requirements (continued)

	date of license expiration, etc.
9.	Generate and display (and/or print) a listing of all current permits by contractor.
10.	Capability of generating printed license verification cards.
11.	Capability of notifying applicants (via email or printed renewal letter) of HIC renewal based on the expiration date.
12.	Capability of notifying applicants (via email or printed renewal letter) of license verification card renewal based on the expiration date.
13.	Generate and display (and/or print) monthly statistic reports.
14.	Capability of electronically accepting, storing, retrieving and accurately reproducing photographs for any license or certificate.
<b>Plan Review</b>	
15.	Ability to generate and display a listing of all unassigned plans waiting for a manager to assign to a reviewer. Listing to include time period from the permit submission date to present.
16.	Ability to generate and display a listing of all assigned plans for a user-defined timeframe: by discipline, assigned reviewer, permit application submission date, plan review assignment date
17.	Ability to generate and display listing of all completed plan reviews, for a user-defined timeframe, by discipline, assigned reviewer, permit application submission date, plan review assignment date, plan review completion date and review comments
18.	Ability to generate a graph of reports based on number of plans reviewed per reviewer per month.
19.	Notify appropriate party of change in plan status via automatic email or fax of approval letter; or generate contact information for the reviewer if preferred mode of communication is by verbal communication.
20.	Create and print reports: reviewer activity by month, plans status inventory, branch monthly report.
21.	Create report of query results including query criteria, date and time of report. Create custom report based on query as above.
<b>Inspection Requests</b>	
22.	Generate and display (and/or print) a summary of information related to a user entered permit number or address to include any related permits and other inspections/test requests related to the project.
23.	Generate and display (and/or print) a listing of requested inspections, all possible unsolicited inspections due on active permits, and inspections deriving from public complaints and inquiries for a user-defined timeframe.
24.	Generate and display (and/or print) a listing of permits that have not been finalized utilizing a user defined timeframe. This listing should be directly sent to the appropriate Inspections Division.
25.	Generate and display (and/or print) a monthly report that includes the number of inspection requests taken over the telephone, Internet or IVR.
26.	Formulate, display, and optionally print an inspection schedule based on predetermined criteria (i.e. type of inspection, geographic location, agency, etc.) for a user-defined timeframe.
27.	Generate and display (and/or print) a listing of records and plans that are logged in/out of the record offices for a user defined timeframe.
<b>Inspections</b>	
28.	Generate, display (and/or print) an inspection checklist screen for each required inspection type based on predetermined criteria.
29.	Generate a cross-referenced report of site and building issues, such as pools (drainage issues) and retaining walls.
30.	Generate, display (and/or print) a variety of correspondence related to the inspection process to include such documents as damage report forms, corrective work orders, notices of violation, Sheriff letters, stop work orders, accident report forms, etc. Attach to permit/inspection record where appropriate. All correspondence templates must be easily edited to allow for modifications in response to code changes.
31.	Provide the capability of automatically sending electrical permit inspection results for user defined types of inspections to power companies via email or fax. The system must be able to send the results to the appropriate power company based on a parcel identification number.
32.	Generate, display (and/or print) a variety of reports such as daily, weekly and monthly inspection

## Functional and Technical Requirements (continued)

	reports, inspection totals reports, mileage reports, quality control inspection reports, etc. and allow multiple inspection reports to be printed simultaneously.
33.	Allow the user to easily create and design specialized, user defined, reports as needed (i.e. Generating a report on the percentage of failed inspections by a specific builder may not be needed on a regular basis but may come in handy for investigations, etc.)
34.	Generate, display (and/or print) a listing of all user defined inspections and the corresponding results.
35.	Generate, display (and/or print) a listing containing information on all previous rejections for a given job/permit/house type to alert follow-up inspectors to potential problems (especially on approved as noted).
<b>Elevators</b>	
36.	Generate and display (and/or print) a listing categorized by inspectors or inspection type (periodic, routine, 5-year test, 3-year test and final acceptance).
37.	Generate and display (and/or print) a listing of fees that have been paid by elevator contractors and also include the corresponding receipt numbers.
38.	Generate and display (and/or print) a listing of elevator contractors organized by compliance due dates.
39.	Generate and display (and/or print) a listing of elevator contractors whose accounts have a delinquent status due to unpaid fees.
40.	Generate and display (and/or print) a listing of all permitted elevator machinery categorized by machinery type.
41.	Generate and display (and/or print) a listing of all elevator permits organized by the owner of agent's name.
<b>Cross Connections</b>	
42.	Allow the user to generate and display (and/or print) reports that include user specified data and are organized by user-defined parameters.
43.	Generate and display (and/or print) a certificate for high hazard tests on a monthly basis.
44.	Allow the user to generate and display (and/or print) water purveyor reports by user specified parameters.
45.	Generate and display (and/or print) a listing of low and high hazard cross connection inspections organized in order of due dates.
<b>Site Permits</b>	
46.	Allow the user to generate and display (and/or print) a listing of land disturbance permits by user defined parameters.
47.	Generate and display (and/or print) a listing of all addresses that have been added, deleted or changed for a user defined timeframe.
48.	Generate and display (and/or print) a field inspection report to be attached to a permit for use by the field inspectors.
49.	Generate and display (and/or print) a real time listing of conservation escrows by user defined parameters and also create a conservation escrow receipt and escrow liquidation voucher.
50.	Generate and display (and/or print) a report on all plans and plats that have been reviewed by a technician for addressing by user defined parameters.
<b>Zoning Review</b>	
51.	Generate and display (and/or print) a listing of building permits and Non-RUPs by user-defined parameters.
<b>RUPs and Non-RUPs</b>	
52.	Generate and display (and/or print) a listing of the number of RUP/Non-RUPs that have been issued.
53.	Allow the user to create custom reports from user-defined parameters (i.e. number of permits, types of uses, ADU units, location of uses, etc.).
54.	Generate and display (and/or print) copies of RUP/Non-RUPs by user-defined parameters (i.e. month, location, owner, zoning district, etc.).
55.	Generate and display (and/or print) a report of all RUP/Non-RUPs related to special exceptions, special permits, variances, proffered conditions, development conditions, ADU projects.



Functional and Technical Requirements (continued)

<b>Cashiering</b>	
56.	Generate and display (and/or print) reports and receipts by user-defined parameters (aging reports).
57.	Allow users to reprint reports and/or receipts for a user-defined timeframe.
58.	Provide the option for users to generate (and/or print) field cards after payment and approval of a permit has been completed.
59.	Provide the option for users to generate (and/or print) a cancellation notice of a field card if the payment and approval transaction is voided or cancelled.
60.	Generate and print a Red Card upon building permit approval.
61.	Allow users to create a daily audit of: checks, cash, vouchers, credit cards, wire transfers and electronic payments.

**8.3 Complaints Management Module**

<b>No.</b>	<b>Description</b>
<b>Complaints and Litigation</b>	
1.	Ability to generate Performance Management report based on inspector's query.
2.	Generate Quarterly/Annual Reports based on database information.
3.	Ability to query summary of complaints/violations status.
4.	Allow the ability of retrieving, displaying and/or printing violation sort, group, tabulate by violation type.
5.	Allow the ability of retrieving, displaying and/or printing violations and litigation cases by address, type of violation, name of defendant, magisterial district and status.
6.	Allow the ability of retrieving, displaying and/or printing litigation cases, cases handle, cases due for a time period by inspector.
7.	Ability to query a complaint in any stage of the process and the ability to print standard document (violation letters, noise abatement letters, and case closed letters).
8.	Ability to capture inspection related information to produce personnel productivity report.
<b>Sign Permits</b>	
9.	Generate Performance Management report based on inspector's query.
10.	The system should have the ability of retrieving, displaying and/or printing all data as queried.

## Functional and Technical Requirements (continued)

**9. Integration with Other Systems**

*This section details the requirements for required integration with other systems. The proposed system must integrate with other existing County systems.*

**9.1 Permitting, Plan Review, and Inspections Module**

No.	Description
<b>Permitting, Plan Review, and Inspections</b>	
1.	Provide adequate integration with the following County systems: <ul style="list-style-type: none"> <li>• PAWS (PowerBuilder 7.0/Oracle 8.0.6 Database)</li> <li>• ZAPS (PowerBuilder 7.0/Oracle 8.0.6 Database)</li> <li>• BPOL system</li> <li>• FAMIS</li> <li>• RevenueCollector – a Windows based cashiering system by Systems Innovators Inc.</li> <li>• REABS – Current Land Master File (Mainframe/Cobol)</li> <li>• County Address System (Mainframe/Cobol)</li> <li>• County GIS system</li> <li>• Interactive Voice Response (IVR) system (EPOS Corporation)</li> </ul>
2.	Provide a description of the methodology that will be used to achieve the integration of the new system with the above listed systems.
3.	Provide programs and software to adequately achieve the required integration with the above listed systems.
4.	Provide a test plan for testing the integration process.
5.	Provide adequate documentation detailing the proposed integration methods.

**9.2 Complaints Management Module**

No.	Description
<b>Complaints Management</b>	
1.	Provide adequate integration with the following County systems: <ul style="list-style-type: none"> <li>• ZAPS (PowerBuilder 7.0/Oracle 8.0.5 Database)</li> <li>• County Address System (Mainframe/Cobol)</li> <li>• County GIS system</li> </ul>
2.	Provide a description of the methodology that will be used to achieve the integration of the new system with the above listed systems.
3.	Provide programs and software to adequately achieve the required integration with the above listed systems.
4.	Provide a test plan for testing the integration process.
5.	Provide adequate documentation detailing the proposed integration methods.
6.	Provide linking ability to the following sites from the appropriate application screens: <ul style="list-style-type: none"> <li>• CARS (Land Records) website</li> <li>• Mainframe access</li> <li>• State Corporation Commission website</li> <li>• Zoning Ordinance found on the Fairfax County website</li> </ul>

## Functional and Technical Requirements (continued)

**10. Data Conversion/Data Migration**

*This section details the requirements for the conversion and migration of existing data from the legacy systems to the new proposed system. The vendor must:*

No.	Description
<b>Data Conversion/Data Migration</b>	
1.	Perform an analysis of the existing data on the legacy systems to determine the methodology for data conversion, data migration, and data scrubbing. The analysis must determine if there is need for reverse migration from the proposed new system to the existing ISIS system. The legacy systems that require data to be converted or migrated include: <ul style="list-style-type: none"> <li>• ISIS mainframe system (Mainframe/Cobol/VSAM files)</li> <li>• Fairfax County Licensing Application (Access)</li> <li>• Non-Residential Use Permits System (Mainframe/Cobol/DB2)</li> <li>• Complaints Tracking System (Paradox)</li> <li>• Fire Prevention Databases (MS Access)</li> </ul>
2.	Provide a plan for the conversion, scrubbing, and migration of the legacy data.
3.	Provide utilities, programs, and software to perform the data conversion, data scrubbing, and data migration.
4.	Provide a test plan to test the data conversion, data scrubbing, and data migration process.
5.	Assist County staff in performing the data conversion, data scrubbing, and data migration.
6.	Provide adequate documentation detailing the proposed data migration methodology.
7.	If reverse migration of data is needed, provide a plan for accomplishing this goal, as well as program and utilities required, documentation and test procedures.

Functional and Technical Requirements (continued)**11. Glossary of Terms and Abbreviations**

*This section provides a brief explanation of terms and abbreviations used in Part I of this RFP.*

<b>ADU</b>	Affordable Dwelling Unit. The Zoning Ordinance requires that a number of affordable dwelling units be provided by in new housing developments.
<b>ALCS</b>	Application Life Cycle Standards. A guide developed by the Department of Information Technology setting standards for documentation of all computer applications (and/or enhancements) serving the County of Fairfax.
<b>BOS</b>	Fairfax County Board of Supervisors. The governing body of the County.
<b>BPOL</b>	Business, Professional, and Occupational License. The name of the Fairfax County business license issued by the Department of Tax Administration. (Also the name of the system that tracks, reports, assesses, levies, and bills Business Licenses.)
<b>BPR</b>	The Building Plan Review Division of the Office of Building Code Services, DPWES.
<b>CAO</b>	County Attorney's Office.
<b>COTS</b>	Commercial off-the-shelf system.
<b>Critical Structure</b>	A structure designed to use elevated concrete or special foundations. Critical structures require special inspections by third party engineers, which are verified by the County's Critical Structures Section.
<b>Cross connections</b>	Inspections performed by the Office of Building Code Services to ensure that the public water supply is not contaminated by the inadvertent flow of water (back flow) from the user back into the water supply.
<b>Discipline</b>	In the context of building code services, disciplines are specific fields of knowledge pertaining to construction (e.g. building, mechanical, plumbing, electrical, health, fire prevention, and zoning). Most commonly used to identify the staff required to review a plan or perform an inspection.
<b>DIT</b>	The Fairfax County Department of Information Technology.
<b>DPWES</b>	The Department of Public Works and Environmental Services.
<b>DPOR</b>	Virginia Department of Professional and Occupational Regulations. The State agency tasked with the licensure of contractors.
<b>DPZ</b>	The Department of Planning and Zoning.
<b>DTA</b>	The Department of Tax Administration.
<b>EFID</b>	Environmental Facilities Inspections Division of the Office of Site Development Services, DPWES.

Functional and Technical Requirements (continued)

<b>ETC</b>	Enterprise Technology Center.
<b>Expedited Plan Review</b>	A program in DPWES in which plans are reviewed and certified by qualified third-party reviewers, prior to submission to the County for plan review. The subsequent review of the plans is expedited based on the certification the third-party reviewer.
<b>FAMIS</b>	Financial Accounting Management Information System. The County's primary mainframe financial computer system.
<b>Fixture Units</b>	A value that measures wastewater flow generated by plumbing fixtures (such as a sink, drinking fountain or toilet) that discharge into the public sanitary sewer system. The fixture unit count performed during building plan review determines whether additional fees are owed to the County based on an increase of waste being added to the public sanitary sewer system, or if a credit (for future use) is due to the property owner because the project is decreasing the amount of waste being added to the system.
<b>FOIA</b>	Freedom of Information Act. A Virginia law that ensures citizen access to government records and meetings within specified timeframes (with certain exceptions).
<b>FPCP</b>	Fire Prevention Code Permit. A permit issued by the Fire and Rescue Department.
<b>FRD</b>	The Fire and Rescue Department.
<b>GIS</b>	Geographic Information System.
<b>GUI</b>	Graphical User Interface.
<b>HIC</b>	Fairfax County Home Improvement Contractor. A classification of contractor requiring local licensure (usually in addition to State licensure).
<b>Hold-over Inspections</b>	Inspections that cannot be performed on the day scheduled (generally due to workload) and are held over to be performed on the next regularly scheduled workday.
<b>Index Code</b>	An assigned numeric code that identifies a financial cost center within the County.
<b>ISIS</b>	Inspection Services Information System. The County's legacy mainframe system for building related permits, plan review, and inspection services.
<b>ISIS Hand-held</b>	A computer system (and associated hardware, e.g. laptops) used to capture inspection information for the Office of Building Code Services inspections staff.
<b>ISISnet</b>	A web application that allows access to permit-related information and transactions from the mainframe via the Internet.

Functional and Technical Requirements (continued)

<b>IVR</b>	Interactive Voice Response system. Used interchangeably with VRU (voice response unit) in this RFP.
<b>LDS</b>	Land Development System. Refers to the existing suite of computer applications supporting the County's Zoning and Site Development processes.
<b>LDSnet</b>	Land Development System. A web application that allows access to information from the land development computer system via the Internet.
<b>License Verification Card</b>	A wallet size card issued to qualified contractors to simplify the license verification process by collecting all required licensing documentation on an annual basis. The cards may be distributed by the contractor as they see fit and can be used in lieu of submitting the required documentation with each permit application. Registration for this program also serves as a sign-up for the DPWES mailing list. (It is envisioned that the new system will allow for this same type of pre-authorization in an electronic format.)
<b>Log-out</b>	Log-out refers to the final step of the current process before payment of final fees and issuance of the permit(s). This process includes verifying that all signatures and approvals required by the various review agencies have been obtained, all appropriate fees have been calculated, appropriate documents have been retained, etc. (It is envisioned that the new system will allow for this same type of final review process in an expedited electronic format.)
<b>Masterfile</b>	A set of architectural plans (usually for a new house) that can be reviewed and approved for use multiple times at different properties in the County. This term also refers to the process (and the permits obtained) to allow the multiple use of architectural plans.
<b>Modified Process</b>	A program adopted by the Board of Supervisors that authorizes projects with a value in excess of 25 million dollars to start construction prior to review and approval of all structural plans. Construction is authorized pursuant to preliminary permit issued after the footing and foundation plans have been submitted and approved.
<b>Non-RUP</b>	Non-Residential Use Permit. Fairfax County's Certificate of Occupancy for commercial uses.
<b>OBCS</b>	The Office of Building Code Services in the Department of Public Works and Environmental Services.
<b>OSDS</b>	The Office of Site Development Services in the Department of Public Works and Environmental Services.
<b>OWM</b>	The Office of Wastewater Management in the Department of Public Works and Environmental Services.

Functional and Technical Requirements (continued)

<b>PAB</b>	The Permit Application Branch. The branch in the Office of Building Code Services Permits Division that is tasked with processing building and trade permits.
<b>PAC</b>	The Permit Application Center. The physical layout of the application center where several key review agencies/offices are located. (PAC is physically located on the second and third floors of the Community Development Center – the Herrity Building).
<b>PAMS</b>	Plans and Agreements Monitoring System. A legacy mainframe system supporting the functions of the Office of Site Development Services, DPWES.
<b>PAWS</b>	Plans and Agreement Waiver System. A segment of the Land Development System (LDS).
<b>Plan Class</b>	A value assigned to a plan by the Plan Review Division of DPWES based on the size and scope of a project.
<b>Plan Correction</b>	Architectural plans returned to the Plan Review Division of DPWES by an applicant for re-review after modifications have been made to correct code deficiencies identified during the review process.
<b>Plan Points</b>	A number assigned by the Plan Review Division of DPWES to calculate a weighted average based on the plan class. Used to assist in prioritizing and assigning plans to staff for review (e.g. an initial review of a plan is assigned a higher number of plan points than a correction/revision).
<b>Plan Revision</b>	Architectural plans submitted to the Plan Review Division of DPWES by an applicant for re-review because of changes made to the design after the initial plans have been approved and a permit issued.
<b>Proffer</b>	A binding promise made by a developer to provide physical improvements, cash contributions, and/or other similar benefits in return for authorization to develop a project or parcel. A proffer is generally made at the time of rezoning, but is tied to the property and remains binding on subsequent property owners. Proffer is a term derived from “Promise-Offer”.
<b>PUBSAT</b>	Public Works Sewer Application Tracking System. Mainframe system that tracks all sanitary sewer accounts in the County.
<b>REABS</b>	Real Estate Assessment and Billing System. The County’s mainframe system that tracks, reports, assesses, levies, and bills real estate properties.
<b>RFP</b>	Request for proposal.
<b>RUP</b>	Residential Use Permit. Fairfax County’s Certificate of Occupancy for residential properties.

Functional and Technical Requirements (continued)

<b>SFI</b>	Supervisory field inspector in the Zoning Enforcement Branch, DPZ.
<b>Sub-object Code</b>	A numeric code that identifies the administrative purpose (the objective) of a transaction within the County's budget process. (provides greater detail than a budgetary "object code".)
<b>Trades</b>	The trades are the disciplines that include electrical, plumbing, gasfitting and mechanical/HVAC work (e.g. plumbing and electrical permits are considered trade permits).
<b>Type Construction</b>	A designation outlined in the building code to a building (or structure) to classify height limitations, area limitations, and fire rating requirements. Buildings (or structures) are classified in one of the five construction types outlined by the building code.
<b>Use Case</b>	A table that provides a high level view of specific business processes by capturing in words what a flow chart would normally convey.
<b>Use Group</b>	A classification designated by the building code to indicate the proposed purpose or use of the structure. Used to determine an occupancy load and fire rating for a project.
<b>VDOT</b>	The Virginia Department of Transportation.
<b>VRU</b>	Voice Response Unit. Used interchangeably with IVR (interactive voice response) in this RFP.
<b>VUSBC</b>	The Virginia Uniform Statewide Building Code.
<b>Walk-thru Program</b>	A program that identifies projects that can be reviewed by the Plan Review Division of DPWES without having to be left and placed in a queue for review. Allows the applicant to carry qualified plans through the review process, thus expediting the permit issuance process (criteria for plan qualification is different for commercial and residential projects; leading to the use of the terms "Commercial Walk-thru Plans" and "Residential Walk-thru Plans").
<b>WPMD</b>	Wastewater Planning and Monitoring Division of the Department of Public Works and Environmental Services.
<b>ZAPS</b>	Zoning and Planning System. A segment of the Land Development System (LDS).
<b>ZEB</b>	The Zoning Enforcement Branch of the Department of Planning and Zoning.
<b>ZPRB</b>	The Zoning Permit Review Branch of the Department of Planning and Zoning.



## **Part II**

# **Administrative Requirements**

# **PART II**

## **Administrative Requirements**

### **1. TECHNICAL PROPOSAL SECTION INSTRUCTIONS**

- 1.1** The Offeror must complete Appendix B and submit the Technical Proposal in a separate binder containing the following information:
  - 1.1.1** Name of firm submitting proposal; main office address; when organized; if a corporation, when and where incorporated; appropriate Federal, State, and County registration numbers; and annual report or financial statement. Identify by name, title, telephone number and address, the person authorized by the Vendor to address questions and negotiate terms of the Technical Proposal. The County encourages the use of recycled products, therefore, it is urged that proposals be submitted on paper made from or with recycled content and be printed on both sides.
  - 1.1.2** Table of conformance. The Offeror must submit a breakdown (Appendix C) that addresses each requirement in Part I, Sections 1, and 4 through 10 and indicate the vendor's ability to meet the requirement and provide page references to the requirement in the Offeror's proposal.
  - 1.1.3** Understanding of the problem and technical approach.
    - 1.1.3.1** Statement and discussion of the requirements as they are analyzed by the Offeror.
    - 1.1.3.2** Offeror's proposed definitive Scope of Work with an explanation of technical approaches and a detailed outline of the proposed program for accomplishing the requirements of the technical scope and achieving the objectives of the project.
    - 1.1.3.3** Offeror should demonstrate an awareness of the difficulties in the completion of this undertaking, and a plan for surmounting them. Special attention should be given to methodological issues that will be encountered in such a project.
  - 1.1.4** Preliminary Work Plan
    - 1.1.4.1** The Offeror must present a description of the phases or segments into which the proposed program can logically be divided and performed, together with flow charts. The technical narrative should address separately each of the tasks described in the Request for Proposal and responses should be keyed to appropriate paragraph numbers. This section should also contain a discussion of any changes proposed by the Offeror which substantially differs from the project scope described in these Administrative Requirements. The workplace should thereby identify the timing of activities and resource requirements for both vendor and County staff.

Administrative Requirements (continued)

- 1.1.4.2** This section should include detailed descriptions of activities which are to occur, significant milestones, and anticipated deliverables.

**1.1.5** Treatment of the Issues

- 1.1.5.1** In this section, the Offerors also may comment, if deemed appropriate, on any aspect of the Request for Proposal, including suggestions on possible alternative approaches to the coverage, definition, development, and organization of the issues presented in the Tasks to be Performed section of this Request for Proposal.

**1.1.6** Statement of Qualifications

The statement of qualifications must include a description of organizational and staff experience, and resumes of proposed staff.

- 1.1.6.1** Organizational and Staff Experience. Offerors must provide a general description of the organization and the principle areas of business in which the firm is currently participating. This must also include the firm's experience and qualifications to perform work described in this Request for Proposal. Information about the firm should include direct experience with local government in land development for e-permitting and inspections, complaints tracking, and inspection scheduling. Information should include direct experience with implementing application systems using the proposed technology in similar environments.
- 1.1.6.2** References. Special notation must be made of similar or related projects performed and must include organization names, addresses, names of contact persons, telephone numbers, and e-mail addresses for each reference.
- 1.1.6.3** Personnel. Identify all staff, including Consultants, and subcontractors who will be assigned direct work on this project, which will show the composition of the task or work group. Specifically include and identify technical supervisors and key technical personnel. Provide the approximate percentage of the total time each will be available for this project. Indicate the technical areas, character and extent of participation by any subcontractor or Consultant and identify the anticipated sources. The County shall have the right to review and approve all proposed staff throughout the duration of the contract.
- 1.1.6.3.1** Resumes of staff and proposed Consultants are required. Resumes should clearly indicate the amount of direct experience with land development in e-permitting and inspections, complaints tracking, and inspection scheduling. The resume should include education, background experience, composition of the task or work group, its specific qualifications, and recent relevant experience. If the vendor does not propose a specific individual for a particular task, a detailed job description and minimal qualifications of unnamed persons shall be provided.

Administrative Requirements (continued)

- 1.1.6.3.2** Provide a staffing plan which describes the proposed project staff distribution. Include a chart which partitions the time commitment of each professional staff member across the proposed tasks and a timeline for the project. This section must identify the key personnel who are to work on the project; their relationship to the contracting organization, and amount of time to be devoted to the project. This includes Consultants as well as regular employees of the Offeror.
- 1.1.6.3.3** The technical areas, character and extent of the subcontract or Consultant activity will be indicated and the anticipated sources will be specified and identified.

**2. BUSINESS PROPOSAL SECTION INSTRUCTIONS**

- 2.1** The Offeror, at a minimum, must submit a cost proposal in a separate binder fully supported by cost and pricing data adequate to establish the reasonableness of the proposed fee. Appendix B must be used in summarizing the business proposal, with adequate back-up detail to verify the proposed fee. The following information should be submitted as part of the business proposal:
- 2.1.1** The cost of each task or task segment shall be itemized for the following:
- Hardware, software, licenses, system design, system development, programming, data communications, installation assistance, training requirements, personnel and all maintenance contracts.
  - Integration – cost per component or system, as listed in Part I, Section 9 of the Functional and Technical Requirements.
  - Reports – standard and customized
  - Data Conversion – cost per component or system, as listed in Part I, Section 10 of the Functional and Technical Requirements.
- 2.1.2** Offerors must provide a price breakdown for each service separately as well as totals for services provided together if prices differ.
- 2.1.3** Breakdown direct labor and labor overhead costs, including number of staff-hours and applicable actual or average hourly rates, overhead rate and supporting schedule.
- 2.1.4** Travel and per diem or subsistence costs, if any, supported by breakdown, including destination, duration and purpose.
- 2.1.5** Breakdown of other expenses, such as clerical support, other overhead costs, supplies, etc.
- 2.1.6** The Pricing Summary Form found in Appendix B (note: This form serves as a supplemental reference to the detailed cost proposal required by this section of the RFP).

Administrative Requirements (continued)

- 2.2 Include financial report identifying your company's capability to perform the work.

### **3. SUBMISSION OF PROPOSAL**

- 3.1 One (1) original and twenty-five (25) copies of the technical proposal and one (1) original and twenty-five (25) copies of the business proposal (duly marked) are due at the Department of Purchasing and Supply Management, 12000 Government Center Parkway, Suite 427, Fairfax, Virginia 22035, prior to the specified date and time.
- 3.2 It is the Offeror's responsibility to clearly identify and to describe the services being offered in response to the Request for Proposal. Offerors are cautioned that both the organization and thoroughness of their response, are critical to the County's evaluation process. The RFP forms must be completed legibly and in their entirety. All required supplemental information must be furnished and presented in an organized, comprehensive and easy to follow manner.

Unnecessarily elaborate brochures of other presentations beyond that sufficient to present a complete and effective proposal is not desired. Elaborate artwork, expensive paper, bindings, visual and other presentation aids are not required. The County encourages Offerors to use recycled paper.

- 3.3 Each original and set of the twenty-five (25) copies of the proposal shall consist of:
- 3.3.1 Cover sheet (DPSM32), duly signed with the corporate seal impressed, if applicable.
- 3.3.2 Technical proposal as required in Part II, Section 1 titled **Technical Proposal Section Instructions**.
- 3.3.3 Business proposal as required, in Part II, Section 2 titled **Business Section Proposal Instructions**.
- 3.4 By executing the cover sheet (DPSM32), the Offeror acknowledges that the Offeror has read this Request for Proposal, understood it, and agrees to be bound by its terms and conditions. Proposals may be submitted by mail or delivered in person. All proposals must be received by the receptionist at the following location prior to the date and time specified: Department of Purchasing and Supply Management, 12000 Government Center Parkway, Suite 427, Fairfax, Virginia 22035. The names of the Offerors submitting proposals will be available after the proposal closing time and date.
- 3.5 The Fairfax County Purchasing Agent reserves the right to reject any or all proposals in whole or in part.

### **4. PRICING**

- 4.1 The subsequent contract will be a firm-fixed price contract. The fee(s) will remain firm and will include all charges that may be incurred in fulfilling the requirement(s) for the duration of this contract.

Administrative Requirements (continued)

- 4.2 Not later than the 30 days from receipt and approval by the County of a properly completed invoice of deliverables, the Owner will make partial payment to the successful Offeror. The Owner will retain 5 percent of the amount of each such deliverable until final completion and acceptance of all work covered by this contract. Payment will be made after submittal of an approved deliverable. The Owner reserves the right to withhold payments if work is not proceeding according to contract.

**5. CONTRACT COMPLETION AND RENEWAL**

- 5.1 Any contract awarded pursuant to this Request for Proposal will be conditioned upon an annual appropriation made by the Fairfax County Board of Supervisors of funds sufficient to pay compensation due the successful Offeror under the contract. The contract will provide that if such an appropriation is not made in any fiscal year, and the County lacks funds from other sources to pay the compensation due under the contract, the County will be entitled, at the beginning of or during such fiscal year, to terminate the contract. In that event, the County will not be obligated to make any payments under the contract beyond the amount properly appropriated for contract payments in the immediate prior fiscal year. The County will provide the successful Offeror with written notice of contract termination due to the non-appropriation of funds at least thirty (30) calendar days before the effective date of the termination. However, the County's failure to provide such notice will not extend the contract into a fiscal year in which funds for contract payments have not been appropriated.

**6. PAYMENTS**

- 6.1 The County will pay the successful Offeror based upon completion, acceptance, and approval by the County of each deliverable defined in the final Statement of Work. The Statement of Work will be based on the tasks outlined in Part I, Functional and Technical Requirements, Section 4, **Tasks to be Performed**.
- 6.2 A five percent retainage on each deliverable will be held by the County. The retainage will be paid upon the successful placement of each component into production.

**7. LATE PROPOSALS**

- 7.1 Proposals received in the Office of the County Purchasing Agent after the date and time prescribed shall not be considered for contract award and shall be returned to the Offeror.

**8. PERIOD THAT PROPOSALS REMAIN VALID**

- 8.1 Each Offeror agrees that proposals will remain firm for a period of one-hundred and eighty days (180) calendar days after the date specified for receipt of the proposals.

Administrative Requirements (continued)**9. BASIS FOR AWARD**

- 9.1 The County of Fairfax reserves the right to award the contract in the aggregate, by individual service, or any combination, whichever is in the best interest of the County.
- 9.2 A Selection Advisory Committee has been established to review and evaluate all proposals submitted in response to this Request for Proposal. The Committee shall conduct a preliminary evaluation of all proposals based on the information provided with the proposal, and the evaluation criteria listed below. Based upon this review, the business proposals of the highest rated Offeror(s) will then be reviewed.
- 9.3 Based on the results of the preliminary evaluation, the highest rated Offeror(s) may be invited by the County Purchasing Agent to make oral presentations/demonstrations to the Selection Advisory Committee. This committee will then conduct a final evaluation of the proposals. The Selection Advisory Committee shall then negotiate a contract with the highest rated Offeror. At this time, the Offeror and the Selection Advisory Committee may negotiate any changes desired in the offer if deemed in the best interest of Fairfax County. If a satisfactory contract cannot be negotiated with the highest qualified Offeror, negotiations will be formally terminated. Negotiations shall then be undertaken with the second rated Offeror and so on. The Committee will make appropriate recommendations to the County Executive and Board of Supervisors, if appropriate, prior to actual award of contract.
- 9.4 Proposal Evaluation Criteria

The following factors will be considered in the award of this contract:

- 9.4.1 Qualification of the licensed firm along with qualified and experienced personnel.
- 9.4.2 Depth of response to the Functional and Technical Requirements outlined in Part I, Sections 1, and 4 through 10, **Scope of Work, Tasks to be Performed, General Requirements, Technical Requirements – Permitting, Plan Review and Inspections Module, Technical Requirements – Complaints Management Module, Reports, Integration with Other Systems, and Data Conversion**, along with attachments.
- 9.4.3 Depth of response to Administrative Requirements, Part II, Section 1, **Technical Proposal Section Instructions**.
- 9.4.4 Details of the approach and methodology of the program.
- 9.4.5 Presentations and Demonstrations.
- 9.4.6 Reasonableness of cost proposal(s).
- 9.5 Fairfax County reserves the right to make on-site visits to assess the capabilities of individual Offerors and to contact references provided with the proposal.
- 9.6 The County Purchasing Agent may arrange for discussions with firms submitting proposals, if required, for the purpose of obtaining additional information or clarification.

Administrative Requirements (continued)

- 9.7** Offerors are advised that, in the event an adequate number of proposals, which, in the opinion of the County Purchasing Agent, require no clarifications and/or supplementary information, such proposals may be evaluated without further discussion. Hence, proposals should be as complete as possible when submitted. Should proposals submitted require additional clarification and/or supplementary information, Offerors should be prepared to submit such additional clarification and/or supplementary information, in a timely manner.
- 9.8** Proposals which, after discussion and submission of additional clarification and/or supplementary information, are determined to meet the specifications of this Request for Proposal will be classified as "acceptable". Proposals found not to be acceptable will be classified as "unacceptable" and no further discussion concerning same will be conducted.

**10. ORDER OF PRECEDENCE**

- 10.1** In the event of conflict, the Acceptance Agreement (DPSM32) and the Administrative Requirements of this contract shall take precedence over the General Conditions and Instructions to Offerors included herein.

**11. CONTACT FOR CONTRACTUAL MATTERS**

- 11.1** The person to contact concerning contractual matters pertaining to this Request for Proposal is:

Regina Mumford-Rush, Contract Administrator  
 Department of Purchasing and Supply Management  
 Telephone: (703) 324-3227  
 Fax: (703) 324-3228  
 Email: regina.mumford-rush@fairfaxcounty.gov

- 11.2** All questions must be submitted in writing to Regina K. Mumford-Rush by COB March 4, 2002, for the Pre-Proposal Conference. Any questions thereafter must be submitted by COB March 26, 2002.

**12. CONTACTS FOR TECHNICAL MATTERS**

- 12.1** The person(s) to contact concerning technical matters pertaining to this Request for Proposal is:

## Technical I.T. matters:

Enrique Quinonez, Project Advisor  
 Department of Information Technology  
 Telephone: (703) 324-4553  
 Fax: (703) 324-3998  
 Email: enrique.quinonez@fairfaxcounty.gov

## Technical business matters:

Stephen Garnier, Project Manager  
 Office of Building Code Services  
 Telephone: (703) 324-1555  
 Fax: (703) 324-1865  
 Email: stephen.garnier@fairfaxcounty.gov



Administrative Requirements (continued)**13. SUBCONTRACTING**

- 13.1 If one or more subcontractors are required, the contractor is encouraged to utilize small, minority-owned, and women-owned business enterprises. A listing of registered firms by relevant trades or specialties is included as Appendix A to this solicitation package. An additional list of small, minority-owned and woman-owned Fairfax County businesses may be obtained from the Economic Development Authority Web site [www.fairfaxcountypedda.org](http://www.fairfaxcountypedda.org).
- 13.2 Upon award of contract, the prime contractor agrees to make maximum effort to provide the names and addresses of each subcontractor, that subcontractor's status as defined by Fairfax County, as a small, minority-owned and/or woman-owned business, and the type and dollar value of the subcontracted goods/services provided.

**14. PURCHASE ORDER**

- 14.1 A purchase order will be enclosed with the resulting contract or will be issued shortly thereafter, and will become an integral part of the resulting contract. The purchase order indicates that sufficient funds have been obligated as required by Title 15 of the Code of the Commonwealth of Virginia, and assures distribution of the necessary receiving reports.
- 14.2 The purchase order does not supersede any provisions of the resulting contract. Performance time and dates are determined solely by the contract and any modification thereto.
- 14.3 Services are not to begin until receipt of the purchase order and/or other notification to proceed by the County Purchasing Agent.

**15. DATA SOURCES**

- 15.1 The County will provide the successful Offeror all available data possessed by the County that relates to this contract. However, the successful Offeror is responsible for all costs for acquiring other data and for processing, analyzing or evaluating County data.

**16. SAFEGUARDS OF INFORMATION**

- 16.1 Unless approved in writing by the County Purchasing Agent, the successful Offeror may not sell or give to any individual or organization any information, reports, or other materials given to, prepared or assembled by the successful Offeror under the final contract.

**17. ACCESS TO AND INSPECTION OF WORK**

- 17.1 The Fairfax County Purchasing Agent and collaborating agencies will, at all times, have access to the work being performed under this contract, wherever it may be in progress or preparation.

Administrative Requirements (continued)**18. DELAYS AND SUSPENSIONS**

- 18.1** The successful Offeror must give the County Purchasing Agent written notice if Fairfax County fails to provide data or services which are required for contract completion by the successful Offeror. If, after giving the County Purchasing Agent written notice, the successful Offeror elects to stop work because data or services are not supplied by the County, the County will extend the successful Offeror's time of completion by a period of time reasonably suited for completion of work.
- 18.2** The County will pay the successful Offeror for all work completed to the date of suspension plus all the successful Offeror's cost related to the delay, omission or any consequent work stoppage by the successful Offeror and its personnel. The successful Offeror may continue its work on the other phases of the project, with an appropriate extension of time of performance, upon delivery of the data or services to be provided by Fairfax County. If the successful Offeror decides to proceed without the data and services that were to be provided by the County, any error or omission of the successful Offeror that resulted from the County's omission will not constitute default by the successful Offeror.

**19. PROJECT AUDITS**

- 19.1** The contractor shall maintain books, records and documents of all costs and data in support of the services provided. Fairfax County or its authorized representative shall have the right to audit the books, records and documents of the Contractor under the following conditions:
- 19.1.1** If the contract is terminated, for any reason, in accordance with the provisions of these contract documents, in order to arrive at equitable termination costs;
  - 19.1.2** In the event of a disagreement between the Contractor and the County on the amount due the Contractor under the terms of this contract;
  - 19.1.3** To check or substantiate any amounts invoiced or paid which are required to reflect the costs of services, or the Contractor's efficiency or effectiveness under this contract; and,
  - 19.1.4** If it becomes necessary to determine the County's rights and the Contractor's obligations under the Contract or to ascertain facts relative to any claim against the Contractor which may result in a charge against the County.
- 19.2** These provisions for an audit shall give Fairfax County unlimited access during normal working hours to the Contractor's books and records under the conditions stated above.
- 19.3** Unless otherwise provided by applicable statute, the Contractor, from the effective date of final payment or termination hereunder, shall preserve and make available to Fairfax County for a period of three (3) years thereafter, at all reasonable times at the office of the Contractor, without direct charge to the County, all its books, records documents and other evidence bearing on the costs and expenses of the services relating to the work hereunder.

Administrative Requirements (continued)

- 19.4** Fairfax County's right to audit and the preservation of records shall terminate at the end of three (3) years as stated hereinabove. The Contractor shall include this "Right of Audit and Preservation of Records" clause in all subcontracts issued by it and they shall require the same to be inserted by all lower tier subcontractors in their subcontracts, for any portion of the work. Should the Contractor fail to include this clause in any such contract or lower tier contract, or otherwise fail to insure Fairfax County's rights hereunder, the Contractor shall be liable to Fairfax County for all reasonable costs, expenses and attorney's fees which Fairfax County may have to incur in order to obtain an audit or inspection of or the restoration of records, which would have otherwise been available to Fairfax County from said persons under this clause. Such audit may be conducted by Fairfax County or its authorized representative.

**20. KEY PERSONNEL**

- 20.1** The personnel named in the technical proposal will remain responsible throughout the period of this contract. No diversion or replacement may be made without submission of a resume of the proposed replacement, with final approval being granted by the County Purchasing Agent.

**21. CHANGES**

- 21.1** Fairfax County may, at any time, by written order, require changes in the services to be performed by the successful Offeror. If such changes cause an increase or decrease in the successful Offerors cost of, or time required for, performance of any services under this contract, an equitable adjustment shall be made and the contract shall be modified in writing accordingly. The County Purchasing Agent must approve all work that is beyond the scope of this Request for Proposal.
- 21.2** No services, for which there will be additional fees required shall be furnished without the prior written authorization of the Fairfax County Purchasing Agent.

**22. TRADE SECRETS/ PROPRIETARY INFORMATION**

- 22.1** Trade secrets or proprietary information, submitted by an Offeror in connection with a procurement transaction, shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary. Disposition of material after contract award should be stated by the Offeror.

**23. PRE-PROPOSAL CONFERENCE**

- 23.1** A pre-proposal conference will be held on March 6, 2002 at 1:30 p.m., 12000 Government Center Parkway, Rooms 9 & 10, located on the lobby level, Fairfax, Virginia 22035. Attendees requiring special services are asked to provide their requirements to the County one-week in advance to allow for accommodation.

Administrative Requirements (continued)

- 23.2** The purpose of the pre-proposal conference is to give potential Offerors an opportunity to ask questions and to obtain clarification about any aspect of this Request for Proposal. To facilitate the clarification of requirements, contractors are requested to submit questions in writing, at least six (6) days prior to the pre-proposal conference, to the Contract Administrator, Purchasing and Supply Management Agency, 12000 Government Center Parkway, Suite 427, Fairfax, VA 22035.

**24. INSURANCE**

- 24.1** The successful Offeror will be responsible for its work and every part thereof, and for all materials, tools, equipment, appliances, and property of any and all description used in connection therewith, whether owned by the successful Offeror or by the County. The successful Offeror assumes all risks of direct and indirect damage or injury to any person or property wherever located, resulting from any action, omission, commission or operation under the contract, or in connection in any way whatsoever with the contracted work.
- 24.2** The successful Offeror shall, during the continuance of all work under the Contract provide the following:
- 24.2.1** Maintain statutory Worker's Compensation and Employer's Liability insurance in limits of not less than \$100,000 to protect the successful Offeror from any liability or damages for any injuries (including death and disability) to any and all of its employees, volunteers, or subcontractors, including any and all liability or damage which may arise by virtue of any statute or law in force within the Commonwealth of Virginia, or which may be hereinafter enacted.
- 24.2.1** The successful Offeror agrees to maintain Comprehensive General Liability insurance in the amount of \$1,000,000 per occurrence, to protect the successful Offeror, its subcontractors, and the interest of the County, against any and all injuries to third parties, including bodily injury and personal injury, wherever located, resulting from any action or operation under the contract or in connection with contracted work. The General Liability insurance shall also include the Broad Form Property Damage endorsement, in addition to coverage for explosion, collapse, and underground hazards, where required.
- 24.2.3** The successful Offeror agrees to maintain owned, non-owned, and hired Automobile Liability insurance, in the amount of \$1,000,000 per occurrence, including property damage, covering all owned, non-owned borrowed, leased, or rented vehicles operated by the successful Offeror. In addition, all mobile equipment used by the successful Offeror in connection with the contracted work, will be insured under either a standard Automobile Liability policy, or a Comprehensive General Liability policy.
- 24.2.4** The successful Offeror agrees to maintain insurance in the amount of \$1,000,000 to cover each individual professional staff.
- 24.2.5** The successful Offeror agrees to maintain liability insurance in the amount of \$1,000,000 to cover its operations.
- 24.2.6** Liability insurance may be arranged by General Liability and Automobile Liability policies for the full limits required, or by a combination of underlying Liability policies for lesser limits with the remaining limits provided by an Excess or Umbrella Liability policy.

Administrative Requirements (continued)

**24.2.7** The successful Offeror agrees to provide insurance issued by companies admitted within the Commonwealth of Virginia, with the Best's Key Rating of at least A: VI. The only exceptions to this are insurers of the London Syndicate and other recognized British and European insurers who are not rated by Best Guide.

**24.2.8 Hold-harmless and Indemnification:**

Article 63 of the General Conditions and Instructions to Bidders shall apply.

**24.2.9** The successful Offeror will provide an original, signed Certificate of Insurance and such endorsements as prescribed herein, and shall have it filed with the County Purchasing Agent/Risk Manager before any work is started.

**24.2.10** If the successful Offeror delivers services from a County-leased facility, the successful Offeror is required to carry personal property insurance on all equipment installed and maintained on the premises.

**24.3** **No change, cancellation, or non-renewal shall be made in any insurance coverage without a forty-five day written notice to the County Purchasing Agent/Risk Manager. The successful Offeror shall furnish a new certificate prior to any change or cancellation date. The failure of the successful Offeror to deliver a new and valid certificate will result in suspension of all payments until the new certificate is furnished.**

**24.4** Precaution shall be exercised at all times for the protection of persons (including employees) and property.

**24.5** The County of Fairfax and its employees and officers shall be named as an additional insured in the Automobile, General Liability and Professional Liability policies and it shall be stated on the Insurance Certificate with the provision that this coverage is primary to all other coverage the County may possess.

**24.6** **If an "ACORD" Insurance Certificate form is used by the successful Offeror's insurance agent, the words, "endeavor to and "... but failure to mail such notice shall impose no obligation or liability of any kind upon the company: in the "Cancellation" paragraph of the form shall be deleted.**

**24.7** Provide a contract number on the certificate.

## **25. REPORTS AND INVOICING**

**25.1** The successful Offeror(s) must maintain all records in compliance with federal and state regulations. The successful Offeror(s) must submit to each program administrator, monthly statistical reports and an annual tabulated report.

**25.2** The successful Offeror(s) must invoice each County department using the final contract separately. Invoices for all users of the contract must meet County requirements, unless otherwise indicated. The successful Offeror(s) must send each department an itemized monthly invoice, which must include the information listed below:

Administrative Requirements (continued)

- A. Employee name;
- B. the name of the County department;
- C. the date of services;
- D. the type of services; and,
- E. the itemized cost for each item/service.

- 25.3** County departments must receive the monthly invoices by the 10th of each month following the month the successful Offeror provided the service. In addition, the successful Offeror will provide each County department a monthly and year-to-date utilization report which lists all information shown above in Section 25.2, A-E. The successful Offeror will mail the invoices and the utilization reports to the individuals identified in the final contract.

## **26. AMERICANS WITH DISABILITIES ACT REQUIREMENTS**

- 26.1** Fairfax County Government is fully committed to the Americans with Disabilities Act (ADA) which guarantees non-discrimination and equal access for persons with disabilities in employment, public accommodations, transportation, and all County programs, activities and services. Fairfax County government contractors, subcontractors, vendors, and/or suppliers are subject to this ADA policy. All individuals having any County contractual agreement must make the same commitment.

Your acceptance of this contract acknowledges your commitment and compliance with ADA.

## **27. PRESS RELEASES BY VENDORS**

- 27.1** As a matter of policy, the County does not endorse the products or services of a contractor. News releases concerning any resultant contract from this solicitation will not be made by a contractor without the prior written approval of the County. All proposed news releases will be routed to the Purchasing Agent for review and approval.

## **28. CONSULTING SERVICES**

- 28.1** The successful Offeror's staff, must be available for consultation with County staff on an as-needed basis between 8:00 AM and 5:00 PM, Monday through Friday.

## **29. OTHER SERVICES**

- 29.1** The successful Offeror(s) must establish formal evaluation and quality control procedures to monitor each facet of the final contract. The evaluation and quality control procedures must provide sufficient information to allow the County's administrators to monitor the program's progress and effectiveness. The County's administrators will use the quality control report to evaluate the effectiveness of the program on an annual basis. The successful Offeror(s) will submit the quality control report to the Contract Administrator identified in the final contract not later than June 1 of each contract year

Administrative Requirements (continued)**30. REQUIRED SUBMITTALS**

- 30.1** Each Offeror responding to this Request for Proposal must supply all the documentation required in the RFP. An Offeror's failure to provide the documentation with the Offeror's response to the RFP will result in the disqualification of the Offeror's proposal.

**31. USE OF CONTRACT BY OTHER POLITICAL JURISDICTIONS**

- 31.1** Extension of Contract: Offerors are advised that all resultant contracts will be extended, with the authorization of the Offeror, to Metropolitan Washington Council of Governments member jurisdictions and other Jurisdictions and Political Subdivisions of the Commonwealth of Virginia to permit their ordering of services/supplies at the prices and terms of the resulting contract. If any other jurisdiction decides to use the final contract, the Contractor(s) must deal directly with that jurisdiction or political subdivision concerning the placement of orders, issuance of purchase orders, contractual disputes, invoicing and payment. The County of Fairfax acts only as the "Contracting Agent" for these jurisdictions and political subdivisions. Failure to extend a contract to any jurisdiction will have no effect on consideration of your offer.
- 31.2** It is the awarded vendor's responsibility to notify the jurisdictions and political subdivisions of the availability of the contract(s).
- 31.3** Each participating jurisdiction and political subdivision has the option of executing a separate contract with the awardee. Contracts entered into with them may contain general terms and conditions unique to those jurisdictions and political subdivisions covering minority participation, non-discrimination, etc. If, when preparing such a contract, the general terms and conditions of a jurisdiction are unacceptable to the awardee, the awardee may withdraw its extension of the award to that jurisdiction.
- 31.4** Fairfax County **shall not** be held liable for any costs or damages incurred by another jurisdiction as a result of any award extended to that jurisdiction or political subdivision by the awardee.

## **Part III**

## **Appendices**



## **Appendix A**

### **COUNTY OF FAIRFAX COMMONWEALTH OF VIRGINIA**

#### **GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS**

(Vendor: The general rules and conditions which follow apply to all purchases and become a definite part of each formal solicitation and resulting contract award issued by the DEPARTMENT OF PURCHASING & SUPPLY MANAGEMENT, unless otherwise specified. Bidders or their authorized representatives are expected to inform themselves fully as to the conditions, requirements, and specifications before submitting bids; failure to do so will be at the bidder's own risk and relief cannot be secured on the plea of error).

Subject to all State and local laws, policies, resolutions, and regulations and all accepted rules, regulations and limitations imposed by legislation of the Federal Government, bids on all solicitations issued by the DEPARTMENT OF PURCHASING & SUPPLY MANAGEMENT will bind bidders to applicable conditions and requirements herein set forth unless otherwise specified in the solicitation.

**1. AUTHORITY-**The Purchasing Agent has the sole responsibility and authority for negotiating, placing and when necessary modifying every solicitation, contract and purchase order (except for capital construction projects) issued by the County of Fairfax. In the discharge of these responsibilities, the Purchasing Agent may be assisted by assigned buyers. Unless specifically delegated by the County Purchasing Agent, no other County officer or employee is authorized to order supplies or services, enter into purchase negotiations or contracts, or in any way obligate the government of the County of Fairfax for an indebtedness. Any purchase ordered or contract made which is contrary to these provisions and authorities shall be of no effect and void and the County shall not be bound thereby.

#### **2. DEFINITIONS-**

**AGENCY:** Any Department, Agency, Authority, Commission, Board or other unit in the Administrative Service of the County.

**BEST VALUE:** As predetermined in the solicitation, means the overall combination of quality, price, and various elements of required services that in total are optimal relative to a public body's needs.

**BID:** The offer of a bidder to provide specific goods or services at specified prices and/or other conditions specified in the solicitation.

**BIDDER/OFFEROR:** Any individual, company, firm, corporation, partnership or other organization bidding on solicitations issued by the Purchasing Agent and offering to enter into contracts with the County. The term "bidder" will be used throughout this document and shall be construed to mean "offeror" where appropriate.

**CONTRACTOR:** Any individual, company, firm, corporation, partnership or other organization to whom an award is made by the County.

**COUNTY:** County of Fairfax.

**GOODS:** All material, equipment, supplies, printing, and automated data processing hardware and software.

**INFORMALITY:** A minor defect or variation of a bid or proposal from the exact requirements of the invitation to bid or the request for proposal which does not affect the price, quality, quantity or delivery schedule for the goods, services or construction being procured.

**INVITATION FOR BID (IFB):** A request which is made to prospective suppliers (bidders) for their quotation on goods or services desired by the County. The issuance of an IFB will contain or incorporate by reference the specifications and contractual terms and conditions applicable to the procurement.

**OPEN MARKET PROCUREMENT (OMP):** A method of competitive bidding for the purchase or lease of goods, non-professional services or for the purchase of insurance, construction, or construction management when the estimated cost thereof shall be less than \$50,000.

**PROFESSIONAL & CONSULTANT SERVICES:** Any type of professional service which is either: 1) performed by an independent contractor within the practice of accounting, actuarial services, architecture, dentistry, land surveying, landscape architecture, law, medicine, optometry, pharmacy, or professional engineering (which shall be procured as set forth in the Code of Virginia §11-37 in the definition of competitive negotiation at paragraph 3(a), and in conformance with the Fairfax County Purchasing Resolution), or 2) any other type of similar contractual service (including consultants), required by the Fairfax County Government but not furnished by its own employees, which is in its nature so unique that it should be obtained by negotiation on the basis of demonstrated competence and qualification for the type of professional service required and at fair and reasonable compensation rather than by competitive sealed bidding.

**PURCHASING AGENT:** The Purchasing Agent employed by the Board of Supervisors of Fairfax County, Virginia.

**REQUEST FOR PROPOSAL (RFP):** A request for an offer from prospective Offerors which will indicate the general terms which are sought to be procured from the Offeror. The RFP will specify the evaluation factors to be used and will contain or incorporate by reference other contractual terms and conditions applicable to the procurement.

**RESPONSIBLE BIDDER/OFFEROR:** An individual, company, firm, corporation, partnership or other organization having the capability in all respects to perform fully the contract requirements, and also having the moral and business integrity and reliability which will assure good faith performance, and having been prequalified, if required. (Reference paragraph 24, General Conditions and Instructions to Bidders).

**RESPONSIVE BIDDER/OFFEROR:** An individual, company, firm, corporation, partnership or other organization having submitted a bid which conforms in all material respects to the invitation for bid or request for proposal.

**SERVICES:** Any work performed by an independent contractor wherein the service rendered does not consist primarily of acquisition of equipment or materials, or the rental of equipment, materials and supplies.

**SOLICITATION:** The process of notifying prospective bidders that the County wishes to receive bids on a set of requirements to provide goods or services. The notification of County requirements may consist of public advertising (newspaper or County Web Site), the mailing of an Invitation for Bid (IFB) or Request for Proposal (RFP), the public posting of notices, issuance of an Open Market Procurement (OMP), or telephone calls to prospective bidders.

**STATE:** Commonwealth of Virginia.

### **CONDITIONS OF BIDDING**

**3. BID FORMS-**Unless otherwise specified in the solicitation, bid Cover Sheets and Pricing Schedules are furnished in duplicate and all bids shall be submitted in duplicate, on the forms provided, properly signed in ink in the proper spaces and submitted in a sealed envelope provided with the solicitation. The item pages of the Pricing Schedule which do not include any items for which a bid is required need not be included in the submission of a bid.

Should the bid prices and/or any other submissions differ on the copy of the submitted bid, the ORIGINAL copy shall prevail.

#### **4. LATE BIDS & MODIFICATIONS OF BIDS-**

- a. Any bid/modification received at the office designated in the solicitation after the exact time specified for receipt of the bid/modification is considered a late bid/modification. A late bid/modification will not be considered for award except under the following conditions only:
  - 1) It was sent by registered or certified mail not later than the fifth (5th) calendar date prior to the date specified for receipt of the bid/modification; or
  - 2) The bid/modification was sent by mail and it is determined by the County Purchasing Agent that the late receipt was due solely to mishandling by the County after receipt at the address specified in the solicitation.
- b. If the County declares administrative or liberal leave, scheduled bid openings or receipt of proposals will be extended to the next business day.
- c. The time of receipt of bids at the specified location is the time-date stamp of such location on the bid wrapper or other documentary evidence of receipt maintained by the specified location.
- d. A late hand-carried bid, or any other late bid not submitted by mail, shall not be considered for award.

#### **5. WITHDRAWAL OF BIDS-**

- a. A bidder for a public construction contract, other than a contract for construction or maintenance of public highways, may withdraw his or her bid from consideration if the price bid was substantially lower than the other bids due solely to a mistake therein, provided the bid was submitted in good faith, and the mistake was a clerical mistake as opposed to a judgment mistake, and was actually due to an unintentional arithmetic error or an unintentional omission of a quantity of work, labor or material made directly in the compilation of a bid, which unintentional arithmetic error or unintentional omission can be clearly shown by objective evidence drawn from inspection of original work papers, documents and materials used in the preparation of the bid sought to be withdrawn. If a bid contains both clerical and judgment mistakes, a bidder may withdraw his bid from consideration if the price bid would have been substantially lower than the other bids due solely to the clerical mistake, that was an unintentional arithmetic error or an unintentional omission of a quantity of work, labor or material made directly in the compilation of a bid which shall be clearly shown by objective evidence drawn from inspection of original work papers, documents and materials used in the preparation of the bid sought to be withdrawn. The bidder shall give notice in writing to the Purchasing Agent of his or her claim of right to withdraw his or her bid within two (2) business days after the conclusion of the bid opening procedure and shall submit original work papers with such notice.
- b. A bidder for a contract other than for public construction may request withdrawal of his or her bid under the following circumstances:
  1. Requests for withdrawal of bids prior to opening of such bids shall be transmitted to the County Purchasing Agent in writing.
  2. Requests for withdrawal of bids after opening of such bids but prior to award shall be transmitted to the County Purchasing Agent, in writing, accompanied by full documentation supporting the request. If the request is based on a claim of error, documentation must show the basis of the error. Such documentation may take the form of supplier quotations, vendor work sheets, etc. If bid bonds were tendered with the bid, the County may exercise its right of collection.
- 23.** No bid may be withdrawn under this paragraph when the result would be the awarding of the contract on another bid of the same bidder or of another bidder in which the ownership of the withdrawing bidder is more than five percent.
  - d. If a bid is withdrawn under the authority of this paragraph, the lowest remaining bid shall be deemed to be the low bid.
  - e. No bidder who is permitted to withdraw a bid shall, for compensation, supply any material or labor to or perform any subcontract or other work agreement for the person or firm to whom the contract is awarded or otherwise benefit, directly or indirectly, from the performance of the project for which the withdrawn bid was submitted.
  - f. If the county denies the withdrawal of a bid under the provisions of this paragraph, it shall notify the bidder in writing stating the reasons for its decision and award the contract to such bidder at the bid price, provided such bidder is a responsible and responsive bidder.

**GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS(Continued)**

- g. Work papers, documents, and materials submitted in support of a withdrawal of bids may be considered as trade secrets or proprietary information subject to the conditions of the Virginia Freedom of Information Act.

**6. ERRORS IN BIDS-**When an error is made in extending total prices, the unit bid price will govern. Erasures in bids must be initialed by the bidder. Carelessness in quoting prices, or in preparation of bid otherwise, will not relieve the bidder. Bidders are cautioned to recheck their bids for possible error. Errors discovered after public opening cannot be corrected and the bidder will be required to perform if his or her bid is accepted.

**7. MAILING OF BIDS-**All solicitation packages will contain a special mailing envelope which must be used by bidders in presenting such bids. In the event that the bid contains bulky subject material, the special mailing envelope must be firmly affixed to any other wrapper being used.

**8. COMPLETENESS-**To be responsive, a bid must include all information required by the solicitation.

**9. ACCEPTANCE OF BIDS/BINDING 90 DAYS-**Unless otherwise specified, all formal bids submitted shall be binding for ninety (90) calendar days following bid opening date, unless extended by mutual consent of all parties.

**10. CONDITIONAL BIDS-**Conditional bids are subject to rejection in whole or in part.

**11. BIDS FOR ALL OR PART-**Unless otherwise specified by the County Purchasing Agent or by the bidder, the Purchasing Agent reserves the right to make award on all items in the aggregate or on any of the items on an individual basis, whichever is in the best interest of the County. A bidder may restrict his or her bid to consideration in the aggregate by so stating but shall name a single unit price on each item bid. Any bid in which the bidder names a total price for all the articles without quoting a unit price for each and every separate item may not be considered for award.

**12. AREA BIDS-**For the purchase and delivery of certain goods and services the County may be divided into Areas (e.g., Areas I, II, III, and IV). When such goods and services are included in the Pricing Schedule, bidders may bid on all areas or an individual area. A map showing the areas of the County will be furnished with the solicitation when required.

**13. TIME FOR RECEIVING BID-**Bids received prior to the time of opening will be securely kept, unopened. The representative of the Purchasing Agent assigned to open them will decide when the specified time has arrived, and no bid received thereafter will be considered, except as provided in paragraph 4, General Conditions and Instructions to Bidders. No responsibility will attach to the Purchasing Agent or his or her representative for the premature opening of a bid not properly addressed and identified. Unless specifically authorized in the solicitation, telegraphic or facsimile bids/modifications will not be considered.

**14. BID OPENING-**All bids received in response to an Invitation for Bid (IFB) will be opened at the date, time and place specified, read publicly, and made available for inspection as provided in paragraph 68, General Conditions and Instructions to Bidders. Tabulations of bids received are posted on the Department of Purchasing & Supply Management Bulletin Board as well as the County's web site: <http://www.co.fairfax.va.us/dpsm> for a minimum of 30 days.

Proposals received in response to a Request for Proposal (RFP) will be made available as provided in paragraph 68, General Conditions and Instructions to Bidders.

**15. OMISSIONS & DISCREPANCIES-**Any items or parts of any equipment listed in this solicitation which are not fully described or are omitted from such specification, and which are clearly necessary for the completion of such equipment and its appurtenances, shall be considered a part of such equipment although not directly specified or called for in the specifications.

Should a bidder find discrepancies or ambiguities in, or omissions from, the solicitation, including the drawings and/or specifications, he or she shall notify the Purchasing Agent at least five (5) days prior to the date set for the opening of bids. If necessary, the Purchasing Agent will send a written addendum for clarification to all bidders no later than three (3) days before the date set for opening of bids. Notifications regarding specifications will not be considered if received within five days of the date set for opening of bids.

**16. RESPONSE TO SOLICITATIONS-**In the event a vendor cannot submit a bid on a solicitation, he or she is requested to return the solicitation cover sheet with an explanation as to why he or she is unable to bid on these requirements. Because of the large number of firms listed on the County's Bidders List, it may be necessary to delete from this list the names of those persons, firms or corporations who fail to respond after having been invited to bid for three (3) successive solicitations. Such deletion will be made only after formal notification of the intent to remove the firm from the County's Bidders List.

**17. BIDDER INTERESTED IN MORE THAN ONE BID-**If more than one bid is offered by any one party, either directly or by or in the name of his or her clerk, partner, or other persons, all such bids may be rejected. A party who has quoted prices on work, materials, or supplies to a bidder is not thereby disqualified from quoting prices to other bidders or firms submitting a bid directly for the work, materials or supplies.

**18. TAX EXEMPTION-**The County is exempt from the payment of any federal excise or any Virginia sales tax. The price bid must be net, exclusive of taxes. However, when under established trade practice any federal excise tax is included in the list price, a bidder may quote the list price and shall show separately the amount of federal tax, either as a flat sum or as a percentage of the list price, which shall be deducted by the County. Fairfax County's Federal Excise Tax Exemption Number is 54-74-0127K. Contractors located outside the Commonwealth of Virginia are advised that when materials are picked up by the County at their place of business, they may charge and collect their own local/state sales tax. Materials used in the performance of construction contracts are subject to Virginia Sales/Use Tax as described in Section 630-10-27J of the Virginia Retail Sales and Use Tax Regulations.

**19. PROHIBITION AGAINST UNIFORM PRICING-**The County Purchasing Agent shall encourage open and competitive bidding by all possible means and shall endeavor to obtain the maximum degree of open competition on all purchase transactions using the competitive sealed bidding, competitive negotiation, or open market methods of procurement. In submitting a bid each bidder shall, by virtue of submitting a bid, guarantee that he or she has not been a party with other bidders to an agreement to bid a fixed or uniform price. Violation of this implied guarantee shall render void the bids of participating bidders. Any disclosure to or acquisition by a competitive bidder, in advance of the opening of the bids, of the terms or conditions of the bid submitted by another competitor shall render the entire proceedings void and shall require re-advertising for bids.

**SPECIFICATIONS**

**GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS(Continued)**

**20. QUESTIONS CONCERNING SPECIFICATIONS**-Any information relative to interpretation of specifications and drawings shall be requested of the Purchasing Agent, in writing, in ample time before the opening of bids. No inquiries, if received by the Purchasing Agent within five (5) days of the date set for the opening of bids, will be given any consideration. Any material interpretation of a specification, as determined by the County Purchasing Agent, will be expressed in the form of an addendum to the specification which will be sent to all prospective bidders no later than three (3) days before the date set for receipt of bids. Oral answers will not be authoritative.

**21. BRAND NAME OR EQUAL ITEMS**-Unless otherwise provided in the invitation for bid, the name of a certain brand, make or manufacturer does not restrict bidders to the specific brand, make or manufacturer named; it conveys the general style, type, character, and quality of the article desired, and any article which the County in its sole discretion determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted.

**22. FORMAL SPECIFICATIONS**-When a solicitation contains a specification which states no substitutes, no deviation therefrom will be permitted and the bidder will be required to furnish articles in conformity with that specification.

The bidder shall abide by and comply with the true intent of the specifications and not take advantage of any unintentional error or omission, but shall fully complete every part as the true intent and meaning of the specifications and drawings. Whenever the mention is made of any articles, material, or workmanship to be in accordance with laws, ordinances, building codes, underwriter's codes, A.S.T.M. regulations or similar expressions, the requirements of these laws, ordinances, etc., shall be construed as to the minimum requirements of these specifications.

**FEDERAL SPECIFICATIONS**-Any Federal Specifications referred to herein may be obtained from the GSA Federal Supply Service Bureau - Specification Section, 470 East L'Enfant Plaza, S.W., Suite #8100, Washington, D.C. 20407 (Voice: 1-202-619-8925, Fax: 1-202-619-8978).

**AWARD**

**24. AWARD OR REJECTION OF BIDS**-The Purchasing Agent shall award the contract to the lowest responsive and responsible bidder complying with all provisions of the IFB, provided the bid price is reasonable and it is in the best interest of the County to accept it. Awards made in response to a RFP will be made to the highest qualified Offeror whose proposal is determined, in writing, to be the most advantageous to the County taking into consideration the evaluation factors set forth in the RFP. The Purchasing Agent reserves the right to award a contract by individual items, in the aggregate, or in combination thereof, or to reject any or all bids and to waive any informality in bids received whenever such rejection or waiver is in the best interest of the County. Award may be made to as many bidders as deemed necessary to fulfill the anticipated requirements of Fairfax County. The Purchasing Agent also reserves the right to reject the bid of a bidder deemed to be a non-responsible bidder.

In determining the responsibility of a bidder, the following criteria will be considered:

- a. The ability, capacity and skill of the bidder to perform the contract or provide the services required;
  - b. Whether the bidder can perform the contract or provide the service promptly, or within the time specified, without delay or interference;
  - c. The character, integrity, reliability, reputation, judgment, experience and efficiency of the bidder;
  - d. The quality of performance on previous contracts or services;
  - e. The previous and existing compliance by the bidder with laws and ordinances relating to the contract or service;
  - f. The sufficiency of the financial resources and ability of the bidder to perform the contract or provide the service;
  - g. The quality, availability and adaptability of the goods or services to the particular use required;
  - h. The ability of the bidder to provide future maintenance and service for the use of the subject of the contract;
  - i. The number and scope of the conditions attached to the bid;
- 23.** Whether the bidder is in arrears to the County on a debt or contract or is in default on a surety to the County or whether the bidder's County taxes or assessments are delinquent; and
- k. Such other information as may be secured by the County Purchasing Agent having a bearing on the decision to award the contract.

**25. NOTICE OF ACCEPTANCE/CONTRACT DOCUMENTS**-A written award (or Acceptance Agreement) mailed (or otherwise furnished) to the successful bidder within the time for acceptance specified in the solicitation shall be deemed to result in a binding contract. The following documents which are included in the solicitation shall be incorporated by reference in the resulting contract and become a part of said contract:

- a. County of Fairfax Solicitation Form/Acceptance Agreement (Cover Sheet) and other documents which may be incorporated by reference, if applicable,
- b. General Conditions and Instructions to Bidders,
- c. Special Provisions and Specifications,
- d. Pricing Schedule,
- e. Any addenda/amendments/Memoranda of Negotiations

**26. TIE-BIDS** – If two or more bidders submit bids that are identical as to price, authorized prompt payment discounts and delivery time, preference will be given to the resident Fairfax County tie bidder whose firm has its principal place of business in the County, or if there be none, to the resident of Virginia tie bidder, or if there be none, to one of the tie bidders by drawing lots in public, except when in the judgement of the County such purchase would operate to the disadvantage of the County. The decision of the County to make award to one or more such bidders shall be final.

**GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS(Continued)**

**27. PROMPT PAYMENT DISCOUNT-**

- a. Unless otherwise specified in the solicitation, prompt payment discounts requiring payment in less than fifteen (15) days will not be considered in evaluating a bid for award. However, even though not considered in the evaluation, such discounts will be taken if payment is to be made within the discount period.
- b. In connection with any discount offered, time will be computed from the date of delivery of the supplies to the carrier when delivery, inspection and acceptance are at the point of origin; or, from date of delivery, inspection and acceptance at destination; or, from date correct invoice or voucher is received in the office specified by the County, if the latter is later than the date of acceptance. In the event the bidder does not indicate a prompt payment discount, it shall be construed to mean NET 30 days.

For the purpose of earning the discount, payment is deemed to be made as of the date of mailing of the County check.

**28. INSPECTION-ACCEPTANCE-**For determining acceptance of supplies in accordance with the provisions of the prompt payment discount paragraph, inspection and acceptance shall be accomplished only after examination (including testing) of supplies and services to determine whether the supplies and services conform to the contract requirements. Acceptance shall occur only after receipt and inspection provided such inspection, as appropriate, is accomplished within a reasonable time.

**29. DEFINITE BID QUANTITIES-**Where definite quantities are specifically stated, acceptance will bind the County to order quantities specified and to pay for, at contract prices, all such supplies or services delivered that meet specifications and conditions of the contract. However, the County will not be required to accept delivery of any balances unordered, as of the contract expiration date, unless the Contractor furnished the Purchasing Agent with a statement of unordered balances not later than ten (10) days after the termination date of the contract.

**30. REQUIREMENT BID QUANTITIES-**On "Requirement" bids, acceptance will bind the County to pay for, at unit bid prices, only quantities ordered and delivered. Where the County specifies estimated quantities, the Contractor shall not be required to deliver more than ten (10) percent in excess of the estimated quantity of each item, unless otherwise agreed upon.

**CONTRACT PROVISIONS**

**31. TERMINATION OF CONTRACTS-**Contracts will remain in force for full periods specified and/or until all articles ordered before date of termination shall have been satisfactorily delivered and accepted and thereafter until all requirements and conditions shall have been met, unless:

- a. Terminated prior to expiration date by satisfactory deliveries of entire contract requirements, or upon termination by the County for Convenience or Cause.
- b. Extended upon written authorization of the Purchasing Agent and accepted by Contractor, to permit ordering of unordered balances or additional quantities at contract prices and in accordance with contract terms.

**32. TERMINATION FOR CONVENIENCE-**A contract may be terminated in whole or in part by the County in accordance with this clause whenever the County Purchasing Agent shall determine that such a termination is in the best interest of the County. Any such termination shall be effected by delivery to the Contractor at least five (5) working days prior to the termination date of a Notice of Termination specifying the extent to which performance shall be terminated and the date upon which termination becomes effective. An equitable adjustment in the contract price shall be made for completed service, but no amount shall be allowed for anticipated profit on unperformed services.

**33. TERMINATION OF CONTRACT FOR CAUSE-**

- a. If, through any cause, the Contractor shall fail to fulfill in a timely and proper manner his or her obligations under this contract, or if the Contractor shall violate any of the covenants, agreements, or stipulations of this contract, the County shall thereupon have the right to terminate, specifying the effective date thereof, at least five (5) days before the effective date of such termination. In such event all finished or unfinished documents, data, studies, surveys, drawings, maps, models, and reports prepared by the Contractor under the contract shall, at the option of the County, become its property and the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents.
- b. Notwithstanding the above, the Contractor shall not be relieved of liability to the County for damages sustained by the County by virtue of any breach of contract by the Contractor for the purpose of set off until such time as the exact amount of damages due to the County from the Contractor is determined.

**34. CONTRACT ALTERATIONS-**No alterations in the terms of a contract shall be valid or binding upon the County unless made in writing and signed by the Purchasing Agent or his or her authorized agent.

**35. SUBLETTING OF CONTRACT OR ASSIGNMENT OF CONTRACT FUNDS-**It is mutually understood and agreed that the Contractor shall not assign, transfer, convey, sublet or otherwise dispose of his or her contractual duties to any other person, firm or corporation, without the previous written consent of the Purchasing Agent. If the Contractor desires to assign his or her right to payment of the contract, Contractor shall notify the Purchasing Agent immediately, in writing, of such assignment of right to payment. In no case shall such assignment of contract relieve the Contractor from his or her obligations or change the terms of the contract.

**36. FUNDING-**A contract shall be deemed binding only to the extent of appropriations available to each Agency for the purchase of goods and services.

**37. DELIVERY/SERVICE FAILURES-**Failure of a Contractor to deliver goods or services within the time specified, or within reasonable time as interpreted by the Purchasing Agent, or failure to make replacements/corrections of rejected articles/services when so requested, immediately or as directed by the Purchasing Agent, shall constitute authority for the Purchasing Agent to purchase in the open market articles/services of comparable grade/quality to replace the services, articles rejected, and/or not delivered. On all such purchases, the Contractor shall reimburse the County, within a reasonable time specified by the Purchasing Agent, for any expense incurred in excess of contract prices. Such purchases shall be deducted from the contract quantities if applicable. Should public necessity demand it, the County reserves the right to use or consume articles delivered or services performed which are substandard in quality, subject to an adjustment in price to be determined by the Purchasing Agent.

**GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS(Continued)**

**38. NON-LIABILITY**-The Contractor shall not be liable in damages for delay in shipment or failure to deliver when such delay or failure is the result of fire, flood, strike, the transportation carrier, act of God, act of Government, act of an alien enemy or by any other circumstances which, in the Purchasing Agent's opinion, are beyond the control of the Contractor. Under such circumstances, however, the Purchasing Agent may, at his or her discretion, cancel the contract.

**39. NEW GOODS, FRESH STOCK**-All Contractors, unless otherwise specifically stated, shall provide new commodities, fresh stock, latest model, design or pack.

**40. NON-DISCRIMINATION**-During the performance of this contract, the Contractor agrees as follows:

- a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.
- b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such Contractor is an equal opportunity employer.
- c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- d. The Contractor will include the provisions of the foregoing paragraphs a, b, and c above in every subcontract or purchase order of over \$10,000 so that the provisions will be binding upon each subcontractor or vendor.
- e. Contractor and Subcontractor hereunder shall, throughout the term of this contract, comply with the Human Rights Ordinance, Chapter 11 of the Code of the County of Fairfax, Virginia, as reenacted or amended.

**41. SMALL BUSINESS ENTERPRISE PROGRAM-**

- a. It is the policy of the County of Fairfax as declared by the Fairfax County Board of Supervisors' adoption of a Small and Minority Business Enterprise Program, April 6, 1981, that Fairfax County and its employees undertake every effort to increase opportunity for utilization of small and minority businesses in all aspects of procurement to the maximum extent feasible.
- b. In connection with the performance of this contract, the Contractor agrees to use his or her best effort to carry out this policy and to insure that small and minority businesses shall have the maximum practicable opportunity to compete for subcontract work under this contract consistent with the efficient performance of this contract.
- c. As used in this contract the term "small business" means a corporation, partnership, or sole proprietorship, or other legal entity formed for the purpose of making a profit, which is independently owned and operated, has either fewer than 100 employees, or less than \$1,000,000 in annual receipts.
- d. As used in this contract, the term "minority business" means a business enterprise that is at least 51 percent owned and controlled by a minority person or persons. Such persons include African Americans, Hispanic Americans, Asian Americans, American Indians, Eskimos and Aleuts; women regardless of race or ethnicity; and persons with a physical or mental impairment that substantially limits one or more of the major life activities of such individuals, a record of such impairment, or who are regarded as having such an impairment.
- e. Contractors may rely on oral or written representations by subcontractors regarding their status as small and/or minority business enterprises in lieu of independent investigation.
- f. Where Federal grants or monies are involved it is the policy of Fairfax County, through its agents and employees, to comply with the requirements set forth in the U.S. Office of Management and Budget Circular No. A-102, uniform administrative requirements for Grants and Cooperative Agreements with State and Local Governments, as they pertain to small and minority business utilization.

**42. GUARANTEES & WARRANTIES**-All guarantees and warranties required shall be furnished by the Contractor and shall be delivered to the Purchasing Agent before final payment on the contract is made. Unless otherwise stated, manufacturer's standard warranty applies.

**43. PRICE REDUCTION**-If at any time after the date of the bid the Contractor makes a general price reduction in the comparable price of any material covered by the contract to customers generally, an equivalent price reduction based on similar quantities and/or considerations shall apply to this contract for the duration of the contract period (or until the price is further reduced). Such price reduction shall be effective at the same time and in the same manner as the reduction in the price to customers generally. For purpose of this provision, a "general price reduction" shall mean any horizontal reduction in the price of an article or service offered (1) to Contractor's customers generally, or (2) in the Contractor's price schedule for the class of customers, i.e., wholesalers, jobbers, retailers, etc., which was used as the basis for bidding on this solicitation. An occasional sale at a lower price, or sale of distressed merchandise at a lower price, would not be considered a "general price reduction" under this provision. The Contractor shall submit his or her invoice at such reduced prices indicating on the invoice that the reduction is pursuant to the "Price Reduction" provision of the contract documents. The Contractor in addition will within ten days of any general price reduction notify the Purchasing Agent of such reduction by letter. FAILURE TO DO SO MAY REQUIRE TERMINATION OF THE CONTRACT. Upon receipt of any such notice of a general price reduction, all ordering offices will be duly notified by the Purchasing Agent.

The Contractor, if requested, shall furnish, within ten days after the end of the contract period, a statement certifying either (1) that no general price reduction, as defined above, was made after the date of the bid, or (2) if any such general price reductions were made, that as provided above, they were reported to the Purchasing Agent within ten (10) days and ordering offices were billed at the reduced prices. Where one or more such general price reductions were made, the statement furnished by the Contractor shall include with respect to each price reduction (1) the date when notice of any such reduction was issued, (2) the effective date of the reduction, and (3) the date when the Purchasing Agent was notified of any such reduction.

**GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS(Continued)**

**44. CHANGES**-Should it become proper or necessary in the execution of this contract to make any change in design, or to make any alterations which will increase the expense, the Purchasing Agent shall determine an equitable adjustment.

No payment shall be made to the Contractor for any extra material or services, or of any greater amount of money than stipulated to be paid in the contract, unless some changes in or additions to the contract requiring additional outlay by the Contractor shall first have been expressly authorized and ordered in writing by contract amendment or otherwise furnished by the Purchasing Agent.

**45. PLACING OF ORDERS**-Orders against contracts will be placed with the Contractor on a Purchase Order (or Procurement Card) executed and released by the Purchasing Agent or his or her designee. The Purchase Order must bear the appropriate contract number and date. Where Blanket Purchase Agreements (BPAs) have been executed and a Blanket Purchase Order has been released by the Purchasing Agent, telephonic orders may be placed directly with the Contractor by authorized personnel in the ordering Agency.

**DELIVERY PROVISIONS**

**46. SHIPPING INSTRUCTIONS - CONSIGNMENT**-Unless otherwise specified in the solicitation each case, crate, barrel, package, etc., delivered under the contract must be plainly stenciled or securely tagged, stating the Contractor's name, purchase order number, and delivery address as indicated in the order. Where shipping containers are to be used, each container must be marked with the purchase order number, name of the Contractor, the name of the item, the item number, and the quantity contained therein. Deliveries must be made within the hours of 8:00 AM - 3:00 PM. Deliveries at any other time will not be accepted unless specific arrangements have been previously made with the storekeeper at the delivery point. No deliveries will be accepted on Saturdays, Sundays and holidays, unless previous arrangements have been made. It shall be the responsibility of the Contractor to insure compliance with these instructions for items that are drop-shipped.

**47. RESPONSIBILITY FOR SUPPLIES TENDERED**-The Contractor shall be responsible for the materials or supplies covered by the contract until they are delivered at the designated point, but the Contractor shall bear all risk on rejected materials or supplies after notice of rejection. Rejected materials or supplies must be removed by and at the expense of the Contractor promptly after notification of rejection, unless public health and safety require immediate destruction or other disposal of rejected delivery. If rejected materials are not removed by the Contractor within ten (10) days after date of notification, the County may return the rejected materials or supplies to the Contractor at his or her risk and expense or dispose of them as its own property.

**48. INSPECTIONS**-Inspection and acceptance of materials or supplies will be made after delivery at destinations herein specified unless otherwise stated. If inspection is made after delivery at destination herein specified, the County will bear the expense of inspection except for the value of samples used in case of rejection. Final inspection shall be conclusive except in regard to latent defects, fraud or such gross mistakes as to amount to fraud. Final inspection and acceptance or rejection of the materials or supplies will be made as promptly as practicable, but failure to inspect and accept or reject materials or supplies shall not impose liability on the County for such materials or supplies as are not in accordance with the specifications.

**49. COMPLIANCE**-Delivery must be made as ordered and in accordance with the solicitation or as directed by the Purchasing Agent when not in conflict with the bid. The decision of the Purchasing Agent as to reasonable compliance with delivery terms shall be final. Burden of proof of delay in receipt of goods by the purchaser shall rest with the Contractor. Any request for extension of time of delivery from that specified must be approved by the Purchasing Agent, such extension applying only to the particular item or shipment affected. Should the Contractor be delayed by the County, there shall be added to the time of completion a time equal to the period of such delay caused by the County. However, the contractor shall not be entitled to claim damages or extra compensation for such delay or suspension. These conditions may vary for construction contracts. See Special Provisions for the individual solicitation.

**50. POINT OF DESTINATION**-All materials shipped to the County must be shipped F.O.B. DESTINATION unless otherwise stated in the contract or purchase order. The materials must be delivered to the "Ship to" address indicated on the purchase order.

**51. ADDITIONAL CHARGES**-Unless bought F.O.B. "shipping point" and Contractor prepays transportation, no delivery charges shall be added to invoices except when express delivery is authorized and substituted on orders for the method specified in the contract. In such cases, difference between freight or mail and express charges may be added to invoice.

**52. METHOD AND CONTAINERS**-Unless otherwise specified, goods shall be delivered in commercial packages in standard commercial containers, so constructed as to ensure acceptance by common or other carrier for safe transportation to the point of delivery. Containers become the property of the County unless otherwise specified by bidder.

**53. WEIGHT CHECKING**-Deliveries shall be subject to re-weighing over official sealed scales designated by the County. Payments shall be made on the basis of net weight of materials delivered. Normal shrinkage may be allowed in such instances where shrinkage is possible. Net weights only, exclusive of containers or wrapping, shall be paid for by the County.

**54. DEMURRAGE AND RE-SPOTTING**-The County will be responsible for demurrage charges only when such charges accrue because of the County's negligence in unloading the materials. The County will pay railroad charges due to the re-spotting of cars, only when such re-spotting is ordered by the County.

**55. REPLACEMENT**-Materials or components that have been rejected by the Purchasing Agent, in accordance with the terms of a contract, shall be replaced by the Contractor at no cost to the County.

**56. PACKING SLIPS OR DELIVERY TICKETS**-All shipments shall be accompanied by Packing Slips or Delivery Tickets and shall contain the following information for each item delivered:

1. The Purchase Order Number,
2. The Name of the Article and Stock Number (Supplier's),
3. The Fairfax County Identification Number (FCIN), if specified in the order,
4. The Quantity Ordered,
5. The Quantity Shipped,
6. The Quantity Back Ordered,
7. The Name of the Contractor.

Contractors are cautioned that failure to comply with these conditions shall be considered sufficient reason for refusal to accept the goods.

**GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS(Continued)**

**BILLING**

**57. BILLING-**Billing for the Fairfax County Public Schools and for County agencies: Unless otherwise specified on the contract or purchase order, invoices are to be submitted, in DUPLICATE, for each purchase order immediately upon completion of the shipment or services. If shipment is made by freight or express, the original Bill of Lading, properly receipted, must be attached to the invoice. Invoices should be mailed to the "BILL TO" address on the P.O. or to the appropriate address specified below:

- a. Fairfax County Public Schools  
Assistant Superintendent - Financial Services  
10700 Page Avenue  
Fairfax, Virginia 22030
- b. County of Fairfax  
Office of Finance  
P. O. Box 1327, Drawer A  
Fairfax, Virginia 22035
- c. Fairfax County Redevelopment and Housing Authority  
Finance Division  
3700 Pender Drive, Suite 300  
Fairfax, Virginia 22030-7444
- d. Fairfax County Park Authority  
12055 Government Center Parkway  
Suite 927  
Fairfax, Virginia 22035-1118

**PAYMENTS**

**58. PAYMENT-**Payment shall be made after satisfactory performance of the contract, in accordance with all of the provisions thereof, and upon receipt of a properly completed invoice. Fairfax County reserves the right to withhold any or all payments or portions thereof for Contractor's failure to perform in accordance with the provision of the contract or any modifications thereto.

**59. PARTIAL PAYMENTS-**Unless otherwise specified, partial payments will be made upon acceptance of materials or services so invoiced if in accordance with completion date. However, up to 5 percent (5%) of the value of the entire order may be retained until completion of contract.

**60. PAYMENT FOR EQUIPMENT, INSTALLATION, AND TESTING-**When equipment requires installation (which shall also be interpreted to mean erection and/or setting up or placing in position, service, or use) and test, and where such installation or testing is delayed, payment may be made on the basis of 50% of the contract price when such equipment is delivered on the site. A further allowance of 25% may be made when the equipment is installed and ready for test. The balance shall be paid after the equipment is tested and found to be satisfactory. If the equipment must be tested, but installation is not required to be made by the Contractor or if the equipment must be installed but testing is not required, payment may be made on the basis of 75% at the time of delivery and the balance shall be paid after satisfactory test or installation is completed.

**GENERAL**

**61. GENERAL GUARANTY-**Contractor agrees to:

- a. Save the County, its agents and employees harmless from liability of any nature or kind for the use of any copyrighted or uncopyrighted composition; secret process, patented or unpatented; invention; article or appliance furnished or used in the performance of a contract for which the Contractor is not the patentee, assignee, licensee or owner.
- b. Protect the County against latent defective material or workmanship and to repair or replace any damages or marring occasioned in transit or delivery.
- c. Furnish adequate protection against damage to all work and to repair damages of any kind to the building or equipment, to his or her own work or to the work of other contractors, for which his or her workers are responsible.
- d. Pay for all permits, licenses and fees and give all notices and comply with all laws, ordinances, rules and regulations of the County.
- e. Protect the County from loss or damage to County owned property while it is in the custody of the Contractor.

**62. SERVICE CONTRACT GUARANTY-**Contractor agrees to:

- a. Furnish services described in the solicitation and resultant contract at the times and places and in the manner and subject to conditions therein set forth provided that the County may reduce the said services at any time.
- b. Enter upon the performance of services with all due diligence and dispatch, assiduously press to its complete performance, and exercise therein the highest degree of skill and competence.
- c. All work and services rendered in strict conformance to all laws, statutes, and ordinances and the applicable rules, regulations, methods and procedures of all government boards, bureaus, offices and other agents.
- d. Allow services to be inspected or reviewed by an employee of the County at any reasonable time and place selected by the County. Fairfax County shall be under no obligation to compensate Contractor for any services not rendered in strict conformity with the contract.



**GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS(Continued)**

- e. Stipulate that the presence of a County Inspector shall not lessen the obligation of the Contractor for performance in accordance with the contract requirements, or be deemed a defense on the part of the Contractor for infraction thereof. The Inspector is not authorized to revoke, alter, enlarge, relax, or release any of the requirements of the contract documents. Any omission or failure on the part of the Inspector to disapprove or reject any work or material shall not be construed to be an acceptance of any such defective work or material. Notification of an omission or failure will be documented by the Purchasing Agent.

**63. INDEMNIFICATION**-Contractor shall indemnify, keep and save harmless the County, its agents, officials, employees and volunteers against claims of injuries, death, damage to property, patent claims, suits, liabilities, judgments, cost and expenses which may otherwise accrue against the County in consequence of the granting of a contract or which may otherwise result therefrom, if it shall be determined that the act was caused through negligence or error, or omission of the Contractor or his or her employees, or that of the subcontractor or his or her employees, if any; and the Contractor shall, at his or her own expense, appear, defend and pay all charges of attorneys and all costs and other expenses arising therefrom or incurred in connection therewith; and if any judgment shall be rendered against the County in any such action, the Contractor shall, at his or her own expense, satisfy and discharge the same. Contractor expressly understands and agrees that any performance bond or insurance protection required by this contract, or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the County as herein provided.

**64. OFFICIALS NOT TO BENEFIT-**

- a. Each bidder or Offeror shall certify, upon signing a bid or proposal, that to the best of his or her knowledge no Fairfax County official or employee having official responsibility for the procurement transaction, or member of his or her immediate family, has received or will receive any financial benefit of more than nominal or minimal value relating to the award of this contract. If such a benefit has been received or will be received, this fact shall be disclosed with the bid or proposal or as soon thereafter as it appears that such a benefit will be received. Failure to disclose the information prescribed above may result in suspension or debarment, or rescission of the contract made, or could affect payment pursuant to the terms of the contract.
- b. Whenever there is reason to believe that a financial benefit of the sort described in paragraph "a" has been or will be received in connection with a bid, proposal or contract, and that the contractor has failed to disclose such benefit or has inadequately disclosed it, the County Executive, as a prerequisite to payment pursuant to the contract, or at any other time, may require the Contractor to furnish, under oath, answers to any interrogatories related to such possible benefit.
- c. In the event the bidder or Offeror has knowledge of benefits as outlined above, this information should be submitted with the bid or proposal. If the above does not apply at time of award of contract and becomes known after inception of a contract, the bidder or Offeror shall address the disclosure of such facts to the Fairfax County Purchasing Agent, 12000 Government Center Parkway, Suite 427, Fairfax, Virginia 22035-0013. Relevant Invitation/Request for Proposal Number (see cover sheet) should be referenced in the disclosure.

**65. LICENSE REQUIREMENT**-All firms doing business in Fairfax County, shall obtain a license as required by Chapter 4, Article 7, of The Code of the County of Fairfax, Virginia, as amended, entitled "Business, Professional and Occupational Licensing (BPOL) Tax." Questions concerning the BPOL Tax should be directed to the Department of Tax Administration, telephone (703) 222-8234 or visit: [http://www.co.fairfax.va.us/dta/business\\_tax.htm](http://www.co.fairfax.va.us/dta/business_tax.htm). The BPOL Tax number must be indicated in the space provided on the Cover Sheet, "Fairfax License Tax No." when appropriate.

**66. REGISTERING OF CORPORATIONS**-Any foreign corporation transacting business in Virginia shall secure a certificate of authority as required by Section 13.1-757 of the Code of Virginia, from the State Corporation Commission, Post Office Box 1197, Richmond, Virginia 23209. The Commission may be reached at (804) 371-9733. The consequences of failing to secure a certificate of authority are set forth in Virginia Code Section 13.1-758.

**67. COVENANT AGAINST CONTINGENT FEES**-The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For violation of this warranty, the County shall have the right to terminate or suspend this contract without liability to the County or in its discretion to deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

**68. VIRGINIA FREEDOM OF INFORMATION ACT**-All proceedings, records, contracts and other public records relating to procurement transactions shall be open to the inspection of any citizen, or any interested person, firm or corporation, in accordance with the Virginia Freedom of Information Act except as provided below:

- a. Cost estimates relating to a proposed procurement transaction prepared by or for a public body shall not be open to public inspection.
- b. Any competitive sealed bidding bidder, upon request, shall be afforded the opportunity to inspect bid records within a reasonable time after the opening of all bids but prior to award, except in the event that the County decides not to accept any of the bids and to reopen the contract. Otherwise, bid records shall be open to public inspection only after award of the contract. Any competitive negotiation Offeror, upon request, shall be afforded the opportunity to inspect proposal records within a reasonable time after the evaluation and negotiations of proposals are completed but prior to award except in the event that the County decides not to accept any of the proposals and to reopen the contract. Otherwise, proposal records shall be open to the public inspection only after award of the contract except as provided in paragraph "c" below. Any inspection of procurement transaction records under this section shall be subject to reasonable restrictions to ensure the security and integrity of the records.
- c. Trade secrets or proprietary information submitted by a bidder, Offeror or contractor in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the bidder, Offeror or contractor must invoke the protections of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.
- d. Nothing contained in this section shall be construed to require the County, when procuring by "competitive negotiation" (Request for Proposal), to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous to the County.

**BIDDER/CONTRACTOR REMEDIES**

**69. INELIGIBILITY-**

**GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS(Continued)**

- a. Any person or firm suspended or debarred from participation in County procurement shall be notified in writing by the County Purchasing Agent.
  1. The Notice of Suspension shall state the reasons for the actions taken and such decision shall be final unless the person or firm appeals within thirty (30) days of receipt of the Notice by instituting legal action as provided in the Code of Virginia.
  2. The Notice of Debarment shall state the reasons for the actions taken and the decision shall be final unless the person or firm appeals within thirty (30) days of receipt of the notice by instituting legal action as provided in the Code of Virginia.
- b. The County Purchasing Agent shall have the authority to suspend or debar a person or firm from bidding on any contract for the causes stated below:
  1. Conviction for commission of a criminal offense as an incident to obtaining or attempting to obtain a public or private contract or subcontract, or in the performance of such contract or subcontract;
  2. Conviction under state or federal statutes of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or any other offense indicating a lack of business integrity or business honesty which currently, seriously, and directly affects responsibility as a County contractor;
  3. Conviction under the state or federal antitrust statutes arising out of the submission of bids or proposals;
  4. Violation of contract provisions, as set forth below, of a character which is regarded by the County Purchasing Agent to be so serious as to justify suspension or debarment action:
    - (a) failure without good cause to perform in accordance with the specifications or within the time limit provided in the contract; or
    - (b) a recent record of failure to perform or of unsatisfactory performance in accordance with the terms of one or more contracts; provided, that failure to perform or unsatisfactory performance caused by acts beyond the control of the contractor shall not be considered to be a basis for suspension or debarment;
  5. Any other cause the County Purchasing Agent determines to be so serious and compelling as to affect responsibility as a contractor, such as debarment by another governmental entity for any cause listed herein, or because of prior reprimands;
  6. The contractor has abandoned performance or been terminated for default on any other Fairfax County project;
  7. The contractor is in default on any surety bond or written guarantee on which Fairfax County is an obligee.
- c. If, upon appeal, it is determined that the action taken by the County Purchasing Agent was arbitrary or capricious, or not in accordance with the Constitution of Virginia, statutes or regulations, the sole relief available to the person or firm shall be restoration of eligibility. The person or firm may not institute legal action until all statutory requirements have been met.

**70. APPEAL OF DENIAL OF WITHDRAWAL OF BID-**

- a. A decision denying withdrawal of a bid submitted by a bidder or Offeror shall be final and conclusive unless the bidder appeals the decision within ten (10) days after receipt of the decision by instituting legal action as provided in the Code of Virginia. The bidder or Offeror may not institute legal action until all statutory requirements have been met.
- b. If no bid bond was posted, a bidder refused withdrawal of bid under the provisions of Article 2, Section 4 a.9, of the Fairfax County Purchasing Resolution, prior to appealing, shall deliver to the County a certified check or cash bond in the amount of the difference between the bid sought to be withdrawn and the next low bid. Such security shall be released only upon a final determination that the bidder was entitled to withdraw the bid.
- c. If, upon appeal, it is determined that the decision refusing withdrawal of the bid was arbitrary or capricious, the sole relief shall be withdrawal of the bid.

**71. APPEAL OF DETERMINATION OF NONRESPONSIBILITY-**

- a. Any bidder who, despite being the apparent low bidder, is determined not to be a responsible bidder for a particular County contract shall be notified in writing by the County Purchasing Agent. Such notice shall state the basis for the determination, which shall be final unless the bidder appeals the decision within ten (10) days of receipt of the notice by instituting legal action as provided in the Code of Virginia. The bidder may not institute legal action until all statutory requirements have been met.
- b. If, upon appeal, it is determined that the decision of the County Purchasing Agent was arbitrary or capricious and the award for the particular County contract in question has not been made, the sole relief available to the bidder shall be a finding that the bidder is a responsible bidder for the County contract in question. Where the award has been made and performance has begun, the County may declare the contract void upon a finding that this action is in the best interest of the public. Where a contract is declared void, the performing contractor shall be compensated for the cost of performance up to the time of such declaration. In no event shall the performing contractor be entitled to lost profits.

**72. PROTEST OF AWARD OR DECISION TO AWARD-**

- a. Any bidder or Offeror may protest the award or decision to award a contract by submitting a protest in writing to the County Purchasing Agent, or an official designated by the County of Fairfax, no later than ten (10) days after the award or the announcement of the decision to award, whichever occurs first. Any potential bidder or Offeror on a contract negotiated on a sole source or emergency basis who desires to protest the award or decision to award such contract shall submit such protest in the same manner no later than ten days after posting or publication of the notice of such contract as provided in Article 2, Section 2, of the Fairfax County Purchasing Resolution. However, if the protest of any actual or potential bidder or Offeror depends in whole or in part upon information contained in public records pertaining to the procurement transaction which are subject to inspection under Article 2, Section 4e of the Fairfax County Purchasing Resolution, then the time within which the protest

**GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS(Continued)**

must be submitted shall expire ten days after those records are available for inspection by such bidder or Offeror under Article 2, Section 4e, or at such later time as provided herein. No protest shall lie for a claim that the selected bidder or Offeror is not a responsible bidder or Offeror. The written protest shall include the basis for the protest and the relief sought. The County Purchasing Agent shall issue a decision in writing within ten (10) days of the receipt of the protest stating the reasons for the action taken. This decision shall be final unless the bidder or Offeror appeals within ten (10) days of receipt of the written decision by instituting legal action as provided in the Code of Virginia.

- b. If prior to award it is determined that the decision to award is arbitrary or capricious, then the sole relief shall be a finding to that effect. The County Purchasing Agent shall cancel the proposed award or revise it to comply with the law. If, after an award, it is determined that an award of a contract was arbitrary or capricious, then the sole relief shall be as hereinafter provided. Where the award has been made but performance has not begun, the performance of the contract may be declared void by the County. Where the award has been made and performance has begun, the County Purchasing Agent may declare the contract void upon a finding that this action is in the best interest of the County. Where a contract is declared void, the performing contractor shall be compensated for the cost of performance at the rate specified in the contract up to the time of such declaration. In no event shall the performing contractor be entitled to lost profits.
- c. Pending final determination of a protest or appeal, the validity of a contract awarded and accepted in good faith in accordance with this article shall not be affected by the fact that a protest or appeal has been filed.
- d. An award need not be delayed for the period allowed a bidder or Offeror to protest, but in the event of a timely protest, no further action to award the contract will be taken unless there is a written determination that proceeding without delay is necessary to protect the public interest or unless the bid or offer would expire.

**73. CONTRACTUAL DISPUTES-**

- a. Any dispute concerning a question of fact as a result of a contract with the County which is not disposed of by agreement shall be decided by the County Purchasing Agent, who shall reduce his decision to writing and mail or otherwise forward a copy thereof to the contractor within thirty (30) days. The decision of the County Purchasing Agent shall be final and conclusive unless the contractor appeals within six (6) months of the date of the final written decision by instituting legal action as provided in the Code of Virginia. A contractor may not institute legal action, prior to receipt of the public body's decision on the claim, unless the public body fails to render such decision within the time specified.
- b. Contractual claims, whether for money or other relief, shall be submitted in writing no later than sixty days after final payment; however, written notice of the contractor's intention to file such claim shall have been given at the time of the occurrence or beginning of the work upon which the claim is based. Nothing herein shall preclude a contract from requiring submission of an invoice for final payment within a certain time after completion and acceptance of the work or acceptance of the goods. Pendency of claims shall not delay payment of amounts agreed due in the final payment.

**74. LEGAL ACTION-**No bidder, Offeror, potential bidder or Offeror, or contractor shall institute any legal action until all statutory requirements have been met.

**75. COOPERATIVE PURCHASING-**When stated specifically in the solicitation, the County Purchasing Agent of Fairfax County may participate in, sponsor, conduct or administer a cooperative procurement agreement with one or more other public bodies, or agencies of the United States, for the purpose of combining requirements to increase efficiency or reduce administrative expenses. Nothing herein shall prohibit the assessment or payment by direct or indirect means of any administrative fee that will allow for participation in any such arrangement.

**76. PROFESSIONAL AFFILIATION-**The Department of Purchasing & Supply Management holds membership in the National Institute of Governmental Purchasing, Inc., a non-profit, educational and technical organization that includes among its goals and objectives the study, discussion, and recommendation of improvements in governmental purchasing and the interchange of ideas and experiences on local, state, and national governmental purchasing problems.

**77. DRUG FREE WORKPLACE -**During the performance of a contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor. For the purposes of this section, "drug-free workplace" means a site for the performance of work done in conjunction with a specific contract awarded to a contractor in accordance with this section, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

**APPROVED:**

/S/ David Bobzien  
COUNTY ATTORNEY

/S/ Armand E. Malo  
COUNTY PURCHASING AGENT

**APPENDIX B**  
**Pricing Schedule**  
**Pricing Summary Form**

**Permitting & Inspection Services and Complaints Management**

Vendor: \_\_\_\_\_

Note: This Pricing Summary Form is intended to supplement the detailed cost proposal(s) required pursuant to Part II, Section 2 of this RFP. It serves as a summary of the detailed information to be provided in accordance with Section 2.1.

<b>Permitting, Plan Review, and Inspections Module</b>						
<i>ITEM</i>	<i>Direct Labor (hours)</i>	<i>Direct Labor Hourly Rate (dollars)</i>	<i>Labor Overhead (hours)</i>	<i>Labor Overhead Hourly Rate (dollars)</i>	<i>* Other Costs (dollars)</i>	<i>Total (dollars)</i>
<b>Software Development and Implementation</b>						
Analysis and Requirements						
System Design						
System Development						
System Testing						
Training						
Documentation						
Implementation Assistance						
Licenses						
Maintenance & Technical Support						
<b>Subtotal</b>						
<b>Reports</b>						
Ad-Hoc Reporting tool						
Standard Reports						
Customized Reports						
<b>Subtotal</b>						
<b>Integration with Other Systems</b>						
<b>Subtotal</b>						
<b>Data Conversion</b>						
ISIS mainframe						
Fairfax County Licensing Application						
Non-Residential Use Permits Application						
Fire Prevention Databases						
<b>Subtotal</b>						

**PRICING SCDHEDULE continued**

Travel and Other Costs						
Travel/subsistence costs						
Other Costs if any (specify)						
<b>Subtotal</b>						
<b>Total (Permitting, Plan Review and Inspections Module)</b>						
Complaints Management Module						
ITEM	Direct Labor (hours)	Direct Labor Hourly Rate (dollars)	Overhead Labor (hours)	Overhead Labor Hourly Rate (dollars)	* Other Costs (dollars)	Total (dollars)
Software Development and Implementation						
Analysis and Requirements						
System Design						
System Development						
System Testing						
Training						
Documentation						
Implementation Assistance						
Licenses						
Maintenance & Technical Support						
<b>Subtotal</b>						
Reports						
Ad-Hoc Reporting tool						
Standard Reports						
Customized Reports						
<b>Subtotal</b>						
Integration with Other Systems						
<b>Subtotal</b>						
Data Conversion						
Complaints Management Paradox database						
<b>Subtotal</b>						
Travel and Other Costs						
Travel/Subsistence Costs						
Other Costs if any (specify)						
<b>Subtotal</b>						
<b>Total (Complaints Management System)</b>						
<b>Grand Total</b>						

\* Specify other costs associated with this amount.

**PRICING SCDHEDULE continued**

NAME OF OFFEROR: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

*Name and addresses of both service and fiscal representatives (Key Personnel) who would handle this account.*

Service Representative: \_\_\_\_\_  
Telephone Number: ( ) \_\_\_\_\_

Fiscal Representative: \_\_\_\_\_  
Telephone Number: ( ) \_\_\_\_\_

EMAIL Address: \_\_\_\_\_

*A detailed description of cost elements must be submitted as part of the business proposal.*

The following documents which are included in this Solicitation shall be incorporated by reference in the resulting contract and become a part of said contract:

- A. County of Fairfax Acceptance Agreement (Cover Sheet, DPSP32)
- B. Functional & Technical and Administrative Requirements, Pages 1 through 78
- C. Appendix A (General Conditions and Instructions to Bidders)
- D. Appendix B (RFP Checklist, BPOL Form, COG Rider, SBE Schedule, Subcontractor's Notification Form).
- E. Appendix C (Table of Conformance)
- E. Appendix D (Listing of Potential Subcontractors)

\_\_\_\_\_  
Typed name and title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date of Submission

## BUSINESS, PROFESSIONAL AND OCCUPATIONAL LICENSE

All firms located or operating in Fairfax County must obtain a Business, Professional and Occupational License (BPOL) as required by Chapter 4, Article 7, of the Code of the County of Fairfax, Virginia. In order for the Department of Tax Administration to determine your BPOL requirement prior to contract award, it is necessary for you to provide the following information:

- If you currently have a Fairfax County business license, please submit a copy with your proposal.
- Do you have an office in:
 

Virginia	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Fairfax County	<input type="checkbox"/> Yes	<input type="checkbox"/> No
- Date business began/will begin work in Fairfax County \_\_\_\_\_

*A detailed description of the business activity that will take place in Fairfax County. If business is located outside of Fairfax County, give the percentage of work actually to be done in the County*

[illegible]

Signature

Date \_\_\_\_\_

For Office Use Only:

- Company name and address: \_\_\_\_\_  
\_\_\_\_\_
- Amount of Contract Award \$ \_\_\_\_\_
- Fairfax County Agency \_\_\_\_\_
- Agency Contact \_\_\_\_\_ Phone No. \_\_\_\_\_
- Company Contact \_\_\_\_\_ Phone No. \_\_\_\_\_
- Nature of business \_\_\_\_\_

**YOU MUST RETURN THIS FORM OR A COPY OF CURRENT FAIRFAX COUNTY BUSINESS LICENSE IN PROPOSAL. CONTRACT AWARD SHALL NOT BE MADE WITHOUT IT.**

**COG Rider for Additional Jurisdictions**

"BIDDERS AUTHORIZATION TO EXTEND CONTRACTS TO OTHER JURISDICTIONS":

<u>YES</u>	<u>NO</u>	<b><i>JURISDICTIONS</i></b>	<u>YES</u>	<u>NO</u>	<b><i>JURISDICTIONS</i></b>
<input type="checkbox"/>	<input type="checkbox"/>	Alexandria Public Schools	<input type="checkbox"/>	<input type="checkbox"/>	Madison County Public Schools
<input type="checkbox"/>	<input type="checkbox"/>	Alexandria Sanitation Authority	<input type="checkbox"/>	<input type="checkbox"/>	Manassas Park Public Schools
<input type="checkbox"/>	<input type="checkbox"/>	Alexandria, Virginia	<input type="checkbox"/>	<input type="checkbox"/>	Manassas, Virginia
<input type="checkbox"/>	<input type="checkbox"/>	Arlington County, Virginia	<input type="checkbox"/>	<input type="checkbox"/>	Manassas City Public Schools
<input type="checkbox"/>	<input type="checkbox"/>	Arlington Public Schools	<input type="checkbox"/>	<input type="checkbox"/>	Maryland-National Capital Park & Planning Commission
<input type="checkbox"/>	<input type="checkbox"/>	Bowie, Maryland	<input type="checkbox"/>	<input type="checkbox"/>	Metropolitan Washington Airports Authority
<input type="checkbox"/>	<input type="checkbox"/>	Charles County, Maryland	<input type="checkbox"/>	<input type="checkbox"/>	Metropolitan Washington Council of Governments
<input type="checkbox"/>	<input type="checkbox"/>	Chevy Chase Village, MD	<input type="checkbox"/>	<input type="checkbox"/>	Montgomery Community College
<input type="checkbox"/>	<input type="checkbox"/>	City of Fairfax, Virginia	<input type="checkbox"/>	<input type="checkbox"/>	Montgomery County
<input type="checkbox"/>	<input type="checkbox"/>	Clark County Administrative Services	<input type="checkbox"/>	<input type="checkbox"/>	Prince George's County Public Schools
<input type="checkbox"/>	<input type="checkbox"/>	College Park, Maryland	<input type="checkbox"/>	<input type="checkbox"/>	Montgomery County Public Schools
<input type="checkbox"/>	<input type="checkbox"/>	Culpeper County Public Schools	<input type="checkbox"/>	<input type="checkbox"/>	Northern Virginia Community College
<input type="checkbox"/>	<input type="checkbox"/>	District of Columbia	<input type="checkbox"/>	<input type="checkbox"/>	Northern Virginia Regional Commission
<input type="checkbox"/>	<input type="checkbox"/>	District of Columbia Schools	<input type="checkbox"/>	<input type="checkbox"/>	Orange County Public Schools
<input type="checkbox"/>	<input type="checkbox"/>	Fairfax County Water Authority	<input type="checkbox"/>	<input type="checkbox"/>	Prince George's County
<input type="checkbox"/>	<input type="checkbox"/>	Falls Church City Public Schools	<input type="checkbox"/>	<input type="checkbox"/>	Prince William County
<input type="checkbox"/>	<input type="checkbox"/>	Falls Church, Virginia	<input type="checkbox"/>	<input type="checkbox"/>	Prince William County Public Schools
<input type="checkbox"/>	<input type="checkbox"/>	Fauquier County Schools	<input type="checkbox"/>	<input type="checkbox"/>	Prince William County Service Authority
<input type="checkbox"/>	<input type="checkbox"/>	Frederick City, Maryland	<input type="checkbox"/>	<input type="checkbox"/>	Rappahannock County Public Schools
<input type="checkbox"/>	<input type="checkbox"/>	Frederick County Maryland	<input type="checkbox"/>	<input type="checkbox"/>	Rockville, Maryland
<input type="checkbox"/>	<input type="checkbox"/>	Frederick County Schools	<input type="checkbox"/>	<input type="checkbox"/>	Shenandoah County Public Schools
<input type="checkbox"/>	<input type="checkbox"/>	Gaithersburg, Maryland	<input type="checkbox"/>	<input type="checkbox"/>	Stafford County Public Schools
<input type="checkbox"/>	<input type="checkbox"/>	Greenbelt, Maryland	<input type="checkbox"/>	<input type="checkbox"/>	Takoma Park, Maryland
<input type="checkbox"/>	<input type="checkbox"/>	Herndon, Virginia	<input type="checkbox"/>	<input type="checkbox"/>	Town of Vienna, Virginia
<input type="checkbox"/>	<input type="checkbox"/>	Loudoun County Sanitation Authority	<input type="checkbox"/>	<input type="checkbox"/>	Upper Occoquan Sewage Authority
<input type="checkbox"/>	<input type="checkbox"/>	Loudoun County, Public Schools	<input type="checkbox"/>	<input type="checkbox"/>	Washington Suburban Sanitary Commission
<input type="checkbox"/>	<input type="checkbox"/>	Loudoun County, Virginia	<input type="checkbox"/>	<input type="checkbox"/>	Virginia Railway Express
<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Washington Metropolitan Area Transit Authority

**YOU MUST RETURN THIS FORM WITH YOUR PROPOSAL PACKAGE. CONTRACT AWARD SHALL NOT BE MADE WITHOUT IT.**

\_\_\_\_\_  
Vendor Name



SBE SCHEDULE

The Fairfax County Board of Supervisors has established the following definitions for small and minority businesses:

**Small Business** – A corporation, partnership, sole proprietorship, or other legal entity formed for the purpose of making profit, which is independently owned and operated, has either fewer than 100 employees or less than \$1,000,000 in annual gross sales.

**Minority Business** – A business enterprise that is at least **51%** owned and controlled by a minority person or persons. Such persons include African Americans, Hispanic Americans, Asian Americans, American Indians, Eskimos and Aleuts; Women (regardless of race or ethnicity); and persons with a physical or mental impairment that substantially limits one or more of the major life activities of such individuals, a record of such impairment, or who are regarded as having such an impairment.

Step 1: Select all categories that apply to your business from this group.

✓	<i>Business Partner Classification Code/Category</i>
___	<b>Disabled Person Owned</b>
___ (8)	<b>Public Body/Government Agency</b>
___ (9)	<b>Non Profit/Not-for-Profit</b>
___ (D)	<b>Sheltered Work Shop</b> (work oriented rehabilitative facility with a controlled work environment and individual goals that utilizes work experience and related services assisting the handicapped person to progress toward normal living and productive vocational status)

Step 2: Select the one category that applies to your business from the table below.

<b>SMALL BUSINESS</b>	<b>LARGE BUSINESS</b>	<b>OWNERSHIP</b>
___ (B)	___ (Y)	<b>Non-Minority</b>
___ (C)	___ (A)	<b>Women-Owned</b>
___ (G)	___ (E)	<b>African American Owned</b>
___ (H)	___ (F)	<b>African American Women-Owned</b>
___ (K)	___ (I)	<b>Hispanic American Owned</b>
___ (L)	___ (J)	<b>Hispanic American Women-Owned</b>
___ (O)	___ (M)	<b>Asian American Owned</b>
___ (P)	___ (N)	<b>Asian American Women-Owned</b>
___ (S)	___ (Q)	<b>American Indian Owned</b>
___ (T)	___ (R)	<b>American Indian Women-Owned</b>
___ (W)	___ (U)	<b>Eskimo/Aleut Owned</b>
___ (X)	___ (V)	<b>Eskimo/Aleut Women-Owned</b>

**YOU MUST RETURN THIS FORM WITH YOUR PROPOSAL PACKAGE.  
CONTRACT AWARD SHALL NOT BE MADE WITHOUT IT.**





**COUNTY OF FAIRFAX  
DEPARTMENT OF PURCHASING & SUPPLY MANAGEMENT  
SMALL AND MINORITY BUSINESS ENTERPRISE PROGRAM (SMBEP)**

12000 Government Center Parkway, Suite 427  
Fairfax, Virginia 22035-0013

Fax: 703-324-3228

***SUBCONTRACTOR (S) NOTIFICATION FORM***

**Contract Number/Title:** \_\_\_\_\_

**Prime Contractors Name:** \_\_\_\_\_

**Prime Contractor's Classification Code:** \_\_\_\_\_ **(from SBE Schedule)**

*In accordance with the Subcontracting paragraph of the Special Provisions for the above-cited contract, you are required to provide the County with names, addresses, anticipated dollar amount and small/minority classification (use code numbers from previous page) of each first-tier subcontractor. Please complete this form and return it to this office with your bid package. The purpose of determining a subcontractors small/minority classification, the criteria for both is stated below:*

**Please check here if you are not using a subcontractor:** \_\_\_\_\_

SUBCONTRACTOR(S) NAME	STREET ADDRESS	CITY	STATE	ZIP CODE	ANTICIPATED DOLLAR AMOUNT	SMALL/MINORITY CLASSIFICATION

**YOU MUST RETURN THIS FORM WITH YOUR PROPOSAL PACKAGE. CONTRACT AWARD SHALL NOT BE MADE WITHOUT IT.**

## APPENDIX C

### Table of Conformance

#### Permitting & Inspection Services and Complaints Management RFP

Vendor: \_\_\_\_\_

<i>RFP Sec.</i>	<i>Requirement Description</i>	<i>Pg. No.</i>	<i>M</i>	<i>NM</i>	<i>P</i>	<i>EX</i>	<i>R</i>
<b>Part I</b>	<b>Functional and Technical Requirements</b>						
<b>1.</b>	<b>Scope of Contract</b>						
1.1 to 1.6	Scope of Contract						
<b>4.</b>	<b>Tasks to be Performed</b>						
4.1	Proposal						
4.2	Work Plan						
4.3	System Life Cycle						
4.4	Software Considerations						
4.5	Integration with Other Systems						
4.6	Data Conversion/Data Migration						
4.7	Acceptance Tests						
4.8	Documentation						
4.9	Nonproprietary Training						
4.10	Implementation Assistance						
4.11	Disaster Recovery Methods and Procedures						
4.12	Commercial Off-the-Shelf Software Considerations						
4.13	Hardware Considerations						
<b>5.</b>	<b>General Requirements</b>						
5.1	Standards						
5.2	System Design						
5.3	Printing						
5.4	Editing/Validation						
5.5	User Help						
5.6	Performance Requirements						
5.7	Security						
5.8	Maintenance						
5.9	Testing/Training Environment						
5.10	Documentation						
5.11	Imaging						
5.12	Queries						
5.13	Acceptance Tests						

**Pricing Schedule**  
**Pricing Summary Form**  
**Permitting & Inspection Services and Complaints Management**

<i><b>RFP Sec.</b></i>	<i><b>Requirement Description</b></i>	<i><b>Pg. No.</b></i>	<i><b>M</b></i>	<i><b>NM</b></i>	<i><b>P</b></i>	<i><b>EX</b></i>	<i><b>R</b></i>
<b>6.</b>	<b>Technical Requirements – Permitting, Plan Review and Inspection Module</b>						
6.1	Overall Process						
	Processing a Project						
6.2	Permit Issuance Process						
	Permit Issuance Process						
	Functional Requirements						
6.3	Licensing						
	Verifying License Status						
	License Verification Card Issuance and Renewal						
	Processing a HIC License and HIC Renewal						
	Functional Requirements						
6.4	Plan Review						
	Building Plan Review						
	Reviewing Masterfile Plans						
	Reviewing Fire Prevention Plans						
	Reviewing Elevator Plans						
	Functional Requirements						
6.5	Inspection Requests						
	Processing Inspection/Test Requests						
	Functional Requirements						
6.6	Inspections						
	Performing Inspections/System Acceptance Tests						
	Processing Periodic Elevator Inspections						
	Processing Periodic Cross Connection Inspections						
	Processing Fire Prevention Code Permit (FPCP) Inspections						
	Processing Periodic Retesting of Fire Suppression/Detection/Notification Systems						
	Functional Requirements						
6.7	Site Permits						
	Site Permits Review Process						
	Functional Requirements						
6.8	Zoning Review						
	Zoning Permit Review Process						
	Functional Requirements						

**Pricing Schedule  
Pricing Summary Form  
Permitting & Inspection Services and Complaints Management**

<b>RFP Sec.</b>	<b>Requirement Description</b>	<b>Pg. No.</b>	<b>M</b>	<b>NM</b>	<b>P</b>	<b>EX</b>	<b>R</b>
6.9	Health Department Review						
	Health Department Review of Architectural Plans						
	Health Department Review of Permit Applications, Plats and Grading Plans						
	Functional Requirements						
6.10	Residential and Non-Residential Use Permits						
	Processing Residential Use Permits (RUPS)						
	Processing Non-Residential Use Permits (Non-RUPs)						
	Functional Requirements						
6.11	Cashiering						
	Processing a Payment						
	Closeout and Reconciliation Process						
	Functional Requirements						
6.12	Tax Administration						
	Functional Requirements						
6.13	Wastewater Management						
	Office of Wastewater Management Review of Building and Plumbing Permit Applications						
	Functional Requirements						
<b>7.</b>	<b>Technical Requirements – Complaints Management Module</b>						
7.1	Complaints and Litigation						
	Processing a Complaint						
	Processing Litigation						
	Functional Requirements						
7.2	Sign Permits						
	Processing a Sign Permit						
	Functional Requirements						

**Pricing Schedule  
Pricing Summary Form  
Permitting & Inspection Services and Complaints Management**

<b>RFP Sec.</b>	<b>Requirement Description</b>	<b>Pg. No.</b>	<b>M</b>	<b>NM</b>	<b>P</b>	<b>EX</b>	<b>R</b>
<b>8.</b>	<b>Reports</b>						
8.1	Ad-Hoc Reporting Module						
8.2	Permitting, Plan Review, and Inspection Module						
8.3	Complaints Management Module						
<b>9.</b>	<b>Integration with Other Systems</b>						
9.1	Permitting, Plan Review, and Inspection Module						
9.2	Complaints Management Module						
<b>10.</b>	<b>Data Conversion/Data Migration</b>						
10.1	Data Conversion/Data Migration						

Indicate whether each requirement/issue is:

- M** = Met  
**NM** = Not Meet  
**P** = Will be programmed to meet  
**EX** = Exceeds  
**R** = Remark, may offer another solution. May explain how is met or exceeds.

**APPENDIX D**

**Listing of Potential Subcontractors**

(Electronic version link: [www.co.fairfax.va.us/DPSM/solic.htm](http://www.co.fairfax.va.us/DPSM/solic.htm) )

This listing will be attached to the “Isis” solicitation entitled “Subcontractors List”



**Part IV**  
**Attachments**

## **Computer System Abstracts**

- A.1 Inspection Services Information System**
- A.2 Building Code Services Online**
- A.3 ISIS Handheld Inspection System**
- A.4 Complaints Management**
- A.5 Non-Residential Use Permit System**
- A.6 LDSNet Computer System**
- A.7 Real Estate Assessment and Billing System**
- A.8 Business, Professional and Occupational License System**
- A.9 Plans and Agreements Monitoring System**
- A.10 Plans and Agreement Waiver System**
- A.11 Zoning and Planning System**
- A.12 PAMS (SI2K) Handheld Inspection System**

**ATTACHMENT A****Computer Systems Abstracts**

See the following computer files for computer system abstracts available in electronic format:

Inspection Services Information System	ISIS Abstract.doc
Building Code Services Online	BCSO Abstract.doc
ISIS Handheld Inspection System	ISIS HH Abstract.doc
Complaints Management	Complaint_Abstract.doc
Non-Residential Use Permit System	NonRUP Abstract.doc
LDSNet Computer System	LDSnet Abstract.doc
Real Estate Assessment and Billing System	REABS Abstract.doc
Business, Professional and Occupational License System	BPOL Abstract.doc
Plans and Agreements Monitoring System	PAMS Abstract.doc
Plans and Agreement Waiver System	PAWS Abstract.doc
Zoning and Planning System	ZAPS Abstract.doc
PAMS (SI2K) Handheld Inspection Systems	SI2K Abstract.doc

## **System Architectures**

**B.1 Land Development System (LDS)**

**B.2 LDSnet**

**B.3 Remote Inspection Systems (HHCT)**

**B.4 Complaints Management System**

**ATTACHMENT B****System Architectures**

See the following computer files for system architectures available in electronic format:

Land Development System (LDS)  
Complaints Management System

LDS Architecturev2.ppt  
CMS\_Architecture.vsd

The LDSnet and Remote Inspection System architectures are available only in a printed paper format and have not been included in the electronic version of the document. Printed copies of the entire RFP (as well as just the “paper attachment” portions) are available from the Fairfax County Department of Purchasing and Supply Management upon request.

## **Data Structures**

**C.1 LDS**

**C.2 ISIS Hand-Held**

**C.3 SI2K Hand-Held**

**C.4 ISIS Mainframe**

**ATTACHMENT C****Data Structures**

See the following computer files for data structures available in electronic format:

Land Development System (LDS)	Summary of the LDS database2.doc
ISIS Hand-Held	Summary of the ISIS HH database2.doc
SI2K Hand-Held	Summary of the SI2K HH databasev2.doc

The ISIS mainframe data structures are available only in a printed paper format and have not been included in the electronic version of the document. Printed copies of the entire RFP (as well as just the “paper attachment” portions) are available from the Fairfax County Department of Purchasing and Supply Management upon request.

## **Organization Charts**

- D.1 Fairfax County Government**
- D.2 Department of Information Technology**
- D.3 Department of Public Works and Environmental Sciences**
- D.4 Office of Building Code Services**
- D.5 Office of Site Development Services**
- D.6 Fire and Rescue Department**
- D.7 Department of Planning and Zoning**



**ATTACHMENT D****Organization Charts**

See the following computer files for each of the listed organization charts:

Fairfax County Government	FFX Org Chart.pdf
Department of Public Works and Environmental Services	DPWES Org Chart.doc
Office of Building Code Services, DPWES	OBCS Org Chart.doc
Office of Site Development Services	OSDS Org Chart.doc
Department of Fire and Rescue	FRD Org Chart.doc
Department of Planning and Zoning	DPZ Org Chart.doc
Department of Information Technology	DIT Org Chart.doc

## **Business Processes**

**E.1 Office of Building Code Services**

**E.2 Fire Prevention Division**

**E.3 Zoning Enforcement Branch**

**E.4 Land Development Overview**

**ATTACHMENT E****Business Processes**

See the following computer files for system architectures available in electronic format:

Office of Building Code Services (OBCS):

These files are contained on a compressed file "TEST HTML FILES.ZIP". This file will expand into several html files that can be viewed with any compatible browser.

Fire Prevention Division:

Acceptance Testing	Accept~1.vsd
Building Plan Review for Fire Protection	Bldgplan.vsd
Evacuation Plan/Procedure Review	Evacplan.vsd
Fire Alarm Plans Review	Fireal~1.vsd
Financial Process	Firemr~1.vsd
Fire and Rescue Department Chart	Frfc.vsd
Inspection Branch	Inspec~1.vsd
Occupancy Inspections	Occupi~1.vsd
Sprinkler Head Replacement Program	Omega.vsd
Other Inspections	Otheri~1.vsd
Plans Review, Testing, & Inspections Overview	Othervu.vsd
Plan Review Process	Planre~1.vsd
Retesting	Retesting.vsd
Special Projects	SpecProt.vsd
Sprinkler Plan Review	Ppnklr~1.vsd
Tank Inspection/Tests	Tanking.vsd
Zoning Enforcement Branch:	
Complaint Processing	complaint processing.vsd
Litigation Processing	litigation processing.vsd
Sign Permit Processing	sign permit processing.vsd

**ATTACHMENT E**

**Business Processes**

Land Development Overview:

Land Development Overview

LandDevelop\_overview.vsd

Printed copies of the entire RFP (as well as just the “paper attachment” portions) are available from the Fairfax County Department of Purchasing and Supply Management upon request.